

## Case Study: London Virtual Offices & Vicarage House Business Centre

### Powering the Serviced Office

#### Client:

These two key brands of Vicarage Management represent leadership in Serviced Offices in the prestigious Kensington district of London. Established in 1989 and servicing over 100 clients, Vicarage Management offers suites and services in a carefully restored period building.

#### Business Challenge:

The business developed a strategy for growth that revealed the requirement for a technology plan and its successful implementation. The challenge for Vicarage Management was finding a partner that could interpret and execute the technical aspects linking with business processing, driving change without interrupting the excellent levels of service provided.

#### Solution:

Copyrite were able to provide single source provision and support of the technologies involved, covering the IT infrastructure, print/copy/scan, structured cabling, network services to the building and within it, secure wireless systems, integration with our telecommunications partner, and web design and deployment.

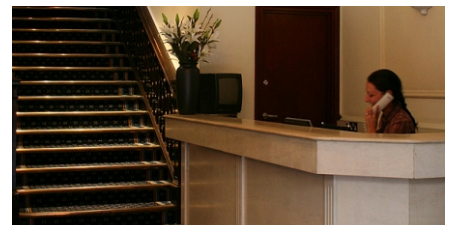
Existing systems were upgraded to reduce ongoing costs and improve the service to clients. This also delivered an improvement in business process, reducing the effort to take on and manage clients.

Importantly for Vicarage Management, Copyrite was able to implement change in a way that enhanced services. These could then be marketed to Vicarage's clients, providing an additional income stream for the business centre. These included:

- ✓ The introduction of centralised print services.
- ✓ An IT Help desk for centralised support.
- ✓ Secure wireless internet access.
- ✓ Centralised data backup services.
- ✓ E-commerce booking of office services.

#### Business Benefits:

Luke Trusselle, Business Manager at Vicarage Management, commented "Copyrite has provided the clear and direct technology leadership that we were looking for, with truly excellent delivery. They are a very welcome and integral part of our team".



#### Improved Efficiency -

IT set up for clients reduced from 1 day to 30 minutes

#### Cost Reductions -

Network costs reduced by over 50%, annually.

#### Service Offerings -

Increased revenue through greater breadth of services.



**RICOH**

  
Microsoft

**INVU:**

  
invent

 equitrac.

 IBM  
Business Partner

 eCopy