

Case Study: Swales & Willis

Bespoke book project management company chooses Agility

Working in a changing and global environment

Swales & Willis is a growing independent book project management company working in the Academic publishing sector. The company produces over 200 academic books per year for UK and US academic publishers and uses a diverse supplier base in the UK and overseas to process high amounts of data, both text and images, for both print and ebooks.

The Challenge

Swales and Willis is a growing company in a competitive marketplace and, as it has grown, so too have the IT demands on the business. As you'd expect, the team at S&W excel in book production work, but haven't got the in-house capabilities to address today's IT challenges. After trying a number of alternatives which failed to deliver tangible benefits to the business, they turned to the team at VPW to help them transform IT in a practical way.

The requirement was to deliver flexible IT services so the team could work from home, improve data security and backup capabilities, avoid the need for large capital investment in equipment and deliver a solution without significant disruption.

“ The Agility system enables us to work more flexibly, both in location and in time: our clients and suppliers are located overseas and the Agility Cloud services help us respond in real time to any demand, wherever we are.

RICHARD WILLIS, DIRECTOR
SWALES & WILLIS



Key Benefits:

- ❑ Remote Working – the team can now work from home with access to both e-mail as well as documents
- ❑ Data Backup – everything is securely backed up without any action being needed by the Swales & Willis team
- ❑ Smooth transition incorporating legacy issues such as ISP based e-mail
- ❑ Delivery of a consistent working environment – the same email solutions, office software and flexibility for all members of the team
- ❑ Incorporated customer specific software – multiple accounting packages integrated into the service
- ❑ Transition and migration handled by the VPW team minimising disruption and avoiding the need for the Swales & Willis team to have IT technical expertise
- ❑ Secure FTP hosting enables global document transfers

The Solution

The team at VPW knew the tools that would help Swales & Willis. Having demonstrated the Agility Cloud Hosted technology available, it was clear to Swales & Willis that they'd found the right solution.

agilitymail

Agility Mail was chosen to deliver robust business grade e-mail service. Previously they'd used basic e-mail accounts from a legacy provider. They had limited storage allowances (restrictive for a company that can receive numerous large manuscripts), no control over functionality and weren't even able to fully make use of the companies domain name. Fortunately Agility Mail has fixed those issues whilst giving them access to the legacy addresses whilst clients update records.

agilitydesktop

Agility Desktop was added to the mix – it added the essentials of security and data backup as a standard part of the service. More importantly to Swales & Willis, it gave them remote working capabilities without compromising. Many so called cloud “solutions” require use of compromised, reduced functionality software, but for Swales & Willis, the full feature set of software like Microsoft Word is absolutely essential. Fortunately the Agility Desktop solution gives you the full Microsoft Office suite, so they could use tools they understood and require, without losing the flexibility of remote working. The team don't need to copy files to USB keys or install Office at home, they just log in to Agility Desktop and carry on working.

It wasn't just the basic Office suite that Swales & Willis needed. They wanted to improve handling of the accounts too. Like many small businesses they work with an external accountant, but limitations in the technology were making life difficult and ultimately involved copying data files to/fro on a regular basis. Once again the Agility Desktop solution was able to help – it allows integration of additional software products giving them the same flexible, remote working tools. As a result the accountant can now log in whenever they want – no file transfers, no accidental overwriting of other changes.

Smaller IT issues covered too...

Having implemented the Agility Cloud Hosted Services to address key IT challenges, VPW dealt with the smaller, but equally important tasks too. Swales & Willis have two web sites, a few domain names and also provide a large file exchange service for use by customers and publishers.

Unlike other IT providers, VPW can look after every aspect of your IT - a one-stop shop for IT services, so all the smaller issues were addressed at the same time.

Swales and Willis picked the Agility Cloud Platform because they wanted to make IT easier. Easier for them to use, easier to manage and without needing to worry about the day to day infrastructure & maintenance issues associated with highly reliable IT.

To give your business some extra Agility, speak to our team today with no obligation and no hard sales pitch on 01392 950 950.