



Case Study

Bucks Music Group move offices with minimal disruption and the team benefit from their new remote working platform.

Bucks Music Group is an independent, international music publisher involved in finding artists to represent, promoting these artists, and distributing royalties. We spoke with Nicholina Lutterodt, Head of IT & Royalties at Bucks Music Group about the IT support provided to help their team work successfully at home and the office move to accommodate their growing team.

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The challenge

An office relocation and a limited handover

Following a period of growth, Bucks Music Group needed to relocate to a bigger office and it was essential to keep disruption to a minimum.

After experiencing issues with previous IT suppliers, Bucks Music Group approached Sharp to discuss their ongoing IT support requirements the upcoming office relocation.

They wanted support during their office move, which would involve transferring the existing IT infrastructure to the new premises and implementing a managed wireless system.

This needed to be scheduled to take place on a Friday, with full access to the IT infrastructure required by Monday morning. Due to ongoing issues with the previous supplier, who were reluctant to share information regarding the infrastructure, the move also needed to be completed with limited handover.



The challenge

- Experienced issues with IT service providers in the past.
- Needed to keep disruption to a minimum.
- Limited handover and quick turnaround.
- Team unable to efficiently work remotely.

The solution

- Organised project management to ensure the office relocation happened smoothly and efficiently.
- Clear communication with third parties during the move.
- Transition to a new platform to enable the team to work from home successfully.

The result

- Office relocation executed on time and with minimal disruption, as agreed.
- The team benefit from a new platform so remote working is no longer a “nightmare.”



The solution

Organised project management

Despite the short timeframe and limited handover, Bucks Music Group were confident in Sharp's ability to complete the move. Sharp had already demonstrated a proactive attitude to IT support, providing ideas for how to move Bucks Music Group's IT forward.

They had also shown excellent customer service and provided information about the capabilities and limitations of the existing IT infrastructure within days of being onsite.

To ensure the office move was completed efficiently, Sharp appointed one of their experienced Technical Consultants to ensure detailed plans were put in place from the outset.

Having identified the scope of the project, they contacted all the relevant suppliers on Bucks Music Group's behalf, liaising with these suppliers to ensure they knew the requirements and that everything would be implemented on time. This would enable Bucks Music Group to concentrate on other elements of the move, and be confident that the IT infrastructure was completely under control.

In case there were any issues with third-party suppliers, Sharp ensured detailed back-up, disaster recovery and business continuity plans were in place, providing extra peace of mind and reassurance.

During the move, an issue arose with the Wi-Fi supplier which could have caused major disruption to Bucks Music Group and their ability to operate effectively. These issues were quickly resolved and the detailed plans ensured the Group wouldn't be impacted.

Throughout the move, from preparation to completion, Sharp communicated effectively with all parties involved to ensure everything ran smoothly.

Bucks Music Group were kept informed with regular progress updates to keep stress levels under control.

“Sharp are brilliant! Any issues we've had have been resolved quickly and efficiently.”

Nicholina Lutterodt, Head of IT & Royalties, Bucks Music Group



“They've taken the time to fully understand our systems and the team is incredibly supportive.”

Nicholina Lutterodt, Head of IT & Royalties, Bucks Music Group



The result

A successful move with minimal disruption

On the Monday following the move, Bucks Music Group could return to “business as usual” with minimal disruption. The whole team had access to the network, printers and other IT equipment, and a minor issue with the Wi-Fi was resolved quickly. Sharp ensured that everything was working and they remained on call in case any unexpected issues arose.

Although working from home was always an option for Bucks Music Group employees, prior to the move this was considered “a nightmare”. Based on this feedback from employees, Sharp recommended moving to a different platform, a move which has resulted in remote working becoming a positive experience and enabling a better work-life balance for employees.

Since the move, Sharp has also helped Bucks Music Group implement a road map, to gradually improve their IT infrastructure and support future development. This has included a “proof of concept” trial, where Bucks Music Group could test the recommended approach and experience the benefits without risk. Having noticed a huge improvement with how the PCs respond, Bucks Music Group will now be looking to roll this out throughout the company.

“It was essential that the office move was completed with minimal disruption, and we were confident in Sharp. They didn’t let us down!”

Nicholina Lutterodt, Head of IT & Royalties, Bucks Music Group

