

IT. With your business at the heart of the solution.

Since 1849, Nottingham Building Society has had a proud tradition of putting its customers first. The principles of the founders were to promote the culture of home ownership whilst providing a haven for savings. Over 150 years later, these ideals have helped The Nottingham grow to become a top 20 building society and influence why it intends remaining a traditional building society.

With a network of branches in Nottinghamshire, Derbyshire, Lincolnshire and South Yorkshire, The Nottingham is one of the most successful regional building societies in the UK.

Problem

Over the last 12 months The Nottingham has had rapid growth within its development of IT services internally. Helpdesk issues, such as general office and email problems were getting a slower response time than that the IT department at The Nottingham would like to have adhered to. The tickets started to form a back log as the project work took precedence as this work was required to keep the network secure and running at an optimal level. The Nottingham required the support of a reputable, local firm with a broad knowledge base of varying technologies.

Solution

Orchid had a highly qualified engineer situated on site for 6 months in order to help reduce these calls. Within this period of time the tickets were drastically reduced and Orchid's engineer had also implemented a number of other projects.

Summary

Having extra help has allowed The Nottingham to catch up on project work and meet deadlines on major projects undertaken.

David Hubbard
Service Delivery Manager
Nottingham Building Society

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2008
Preferred Partner

