



Overview

Year: 2019

Industry: Water Babies

Customer Profile

Water Babies is the world's leading baby swim school, committed to promoting the fun-filled health and social-bonding benefits of baby swimming. The company was founded in 2002 around a kitchen table in Ilkley, Yorkshire, and now has franchises operating across over 60 territories in the UK, Ireland, China, Germany, Canada, New Zealand and Netherlands. Today, Water Babies is the largest and most respected baby swimming school in the world, teaching over 60,000 children in around 560 pools every week.

For More Information

For more information about Nexus and its Services and solutions, call us on 01395 205095, email us at sales@nexusos.co.uk or visit us online at www.nexusos.co.uk.

Managed services

Business Situation

Nexus began the project with a series of workshops to fully comprehend the IT requirements. The team then conducted a deep-dive of the IT systems in order to make the best possible technology recommendations that would enhance the business. Nexus engineers integrated into the business, making regular site visits to carry out the work and following up the project with training for the in-house team. This is a crucial part of Nexus Managed Services and ensures staff are fully skilled with the new IT environment. Nexus also completed a post-project assessment to identify any follow up actions. With requirements and budgets shifting naturally during the project, Nexus made sure to quickly flag any changes in project scope and advise Water Babies appropriately to help them make value-led decisions.

The requirement

Water Babies was looking to migrate to a cloud-first environment to improve efficiency for its small in-house IT team and enhance overall business performance. Having used the same on-site support for its IT systems for several years, Water Babies sought a Managed Services provider who would deliver exceptional support for the in-house team as well as a more personalised experience.

The project would involve moving identified servers to the cloud for easier on-site Office 365 support, remediation work to improve safety and enhance the performance of the overall IT environment, audit of legacy IT systems and infrastructure and post audit remediation work to improve safety and performance of the technology. The company chose Nexus Managed Services owing to the team's extensive expertise and understanding of Water Babies' specific business objectives.

The benefits

Nexus Managed Services successfully completed the cloud transition and greatly enhanced the overall security of Water Babies' IT systems, patching servers and introducing additional security measures to ensure user data is safe on-site and off-site. Importantly, the Nexus engineers worked closely with the in-house IT team to develop their expertise, upskilling where necessary to ensure each staff member is equipped to confidently maximise the new technology. By involving the on-site team in the process, the staff have an improved understanding of the system changes and ability to support the IT going forward.

Oli Hall, on-site Server Desk Analyst at Water Babies, said

“We are extremely impressed with Nexus Managed Services; the team's technical expertise, value-led consultancy and comprehensive training has helped us to create an IT environment which empowers the business.”

“Not only did they deliver the requirements on time and within budget, the Nexus engineers provided a level of expertise we lacked in-house and they ingrained new skills into our IT workforce.”

“Nexus was professional and supportive throughout, offering considered recommendations based on what would offer long-term business value rather than trying to upsell to make more money. It is refreshing to work with a Managed Services provider that takes this approach. The training has been so engaging that our staff want to learn more about the new technologies they are using. As a result, we are discussing using Nexus as an IT training provider in future projects.”