

CASE STUDY

NICHOLSON SEARCH AND SELECTION

Nicholson Search and Selection is a specialist technology recruiter, working with clients ranging from some of the biggest software companies in the world to niche eCommerce start ups.

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The company has a head office in London, but has an office in Poland from which it runs its European operations.

With a fast expanding international workforce and a UK team of consultants that travel to France, Germany and Poland on a regular basis, **Nicholson needed an IT system that would allow consultants to work productively and efficiently on the move.**

Nicholson has been using IT service company WorkPlaceLive to manage all its IT support and maintenance needs since it launched. Understanding WorkPlaceLive also offered cloud computing hosted desktop solutions, **John Nash, the Managing Director of Nicholson called a meeting with them to explore how such a service might work for them.**

John Nash was impressed with what the hosted desktop service could offer. He commented, **"One of the key attractions of the service was the fact that by outsourcing data and IT to WorkPlaceLive, we would get rid of our servers and no longer have to do any IT administration** including software updates and IT security management – they would take care of all of it. It was clear that removing this burden will leave far more time to concentrate the business and develop it further."

Also, it would allow our busy consultants to access their desktops from anywhere in the world as if they were in the office – which would make them far more efficient and responsive to clients. **I could see from the start it would radically change the way they work."**



The implementation to WorkPlaceLive was quick and seamless with the major transitions taking place outside office hours.

John Nash comments, **"Since adopting WorkPlaceLive, consultants can access their desktops, emails and documents through their iPhones and tablets from anywhere in the world – they are working more productively than before and always in contact.**

We have been able to introduce all the consultants in Poland and France onto the same system so everyone within the company is using the same software and **we never experience any IT downtime anymore. Server problems are a thing of the past."**

The company also believes it is saving money as any IT issues can be sorted out remotely by WorkPlaceLive, who are managing all the IT and offering a help desk support service.

Nicholson no longer has to call out an IT consultant to help them – it is all done immediately in a single phone call.

Furthermore, the company has also saved money from not having to invest in IT maintenance or software, as all of this is provided by WorkPlaceLive.

John Nash concludes, **"We are fast growing international business and adopting WorkPlaceLive has enabled us to have a truly global workforce. We can now operate in an even more responsive and nimble way,** improving the services we offer our clients around the world and we have a great system in place from which to expand the business.

I don't believe we have yet encountered any problems worth a mention. The few minor enquiries have always been dealt with in a manner that I would expect from my own company. I telephoned one Friday afternoon to leave a message for Monday morning. To my amazement the phone was answered and problem dealt with there and then."

"Because WorkPlaceLive works so well for our company, on my return from maternity leave I was able to negotiate weekly work from home days. This is life changing when I'm trying to juggle nursery pick ups along with a 2.5 hour daily commute! If on the rare occasion there is a problem with WorkPlaceLive, there's always a helpful person at the other end of the phone to quickly resolve any issues."

Ruthy Keefe
Office Manager