CASE STUDY

intec

AMBLEGLOW

Helping educational establishments succeed using HCL Domino Applications

OVERVIEW

To ensure all customer requests are managed successfully Ambleglow www.ambleglow.co.uk relies on HCL Domino applications to control key aspects of its core processes, but with an aging solution and changes in their operational model due to Covid-19, how could the company be confident they were using the right technology in the most effective way?

CHALLENGE

With 40 years of experience specialising in education, Ambleglow has helped schools and businesses selling into education to market themselves in the best possible way, using HCL Domino applications based in-house. But in that time the business needs have evolved, as has the need to adopt home working and moving the technology to the cloud.

Faced with these challenges the company decided to issue a briefing and specification document for a new cloud based off-the-shelf system to meet their needs.

BENEFITS

Ambleglow is working with HCL Business Partner Intec to support and modernise their application and to assist in provisioning a cloud-based environment with remote access for all staff.

1 **Roadmap** to achieve the major requirements in the specification document using HCL Domino

2 **Minimizes** impact of changes necessitated by Covid-19

3 **Enables** customer engagements to be planned, managed and controlled efficiently and effectively

The application Ambleglow were using had been built 20 years previously, but due to changes in working practices only about 20% of it was being utilised.

"Having spoken to Intec and seen examples of their work we decided it would be sensible to partner with a company that can take the parts we use (and like) of our existing system and rebuild a streamlined and modernised version that is fit for how we work now and for the future"

Helena Bryant,
Finance & Admin Director
at Ambleglow

Ambleglow's aim is to help schools and businesses selling into education to market themselves in the best possible light. They are a full-service marketing agency, serving predominantly education clients with:

- Social media campaigns.
- Media buying (buying space in newspapers and magazines, and online inventory).
- Creative and print.
- Digital marketing.
- Marketing consultation.

Their in-depth knowledge, understanding and experience of working in this industry has helped them manage successful campaigns for commercial clients, as well as primary schools, sixth-form colleges and some of the top private schools in the country.

With many live projects active at any one time, it is vital that they can load the initial details of the request, quickly facilitate changes and maintain visibility throughout the job's lifespan.

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Unlike other marketing agencies that work on projects for a longer period of time and bill by the hour, Ambleglow process a high volume of media bookings in a very short space of time – sometimes as many as 50 per day in peak season.

Helena Bryant, Finance & Admin Director at Ambleglow said **"We looked at a number of off the shelf systems and many of them had the problem that sales and purchases have to be done separately in two different areas of the system, which would mean double the work for our team. With our current process flow the sales and purchases are all done in one place as you progress through a client job"**

Helena was introduced to HCL Business Partner Intec Systems Limited and was impressed to see how HCL had invested in the future of the Domino Platform.

Helena added, **"Having spoken to Intec and seen examples of their work we decided it would be sensible to partner with a company that can take the parts we use (and like) of our existing system and rebuild a streamlined and modernised version that is fit for how we work now and for the future"**

Some of the changes required in the new version include;

- System that takes the best parts of the current system but removes all of the excess areas that we don't need and streamlines it.
- Cloud based so everyone can access from home or office.
- Clear, intuitive and easy to use.
- Different access for each employee – i.e., user access and administrator access to enable deletion of documents from the databases.
- Clear archive procedure for previous year's jobs to ensure storage is managed efficiently, but so that we can still access the jobs if we need to.
- Ability to quickly and easily set up an additional database for a future business area.
- Futureproofed where possible.

Tim Malone, Director at Intec, also commented, "As part of the future planning process we agreed with Ambleglow that moving the application to the cloud would help to meet their operational needs, reduce costs, and provide a more secure and future proof way of accessing the system"

The working relationship between the two companies has developed quickly and effectively with Intec providing a Managed Application Hosting Solution which is delivering the key benefits that Ambleglow set out to achieve.

Sally Alexander, Managing Director at Ambleglow is happy with the choices that were made, **"Intec helped us to see that Domino was a good choice of Application platform for our requirements, and the ability to move the solution to the Cloud will suit us better as the business moves forward"**