

# Global software developer makes global collaboration plans



Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk.

By applying proven expertise in software and security, they enable their customers to utilise modern technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications.



Strategic IT solutions and IT procurement for corporate and government.

## Executive Summary

With the continual acquisition and collaboration of software development companies and over 100 offices spread over 40 countries, Micro Focus Ltd needed a cost-effective, reliable and secure solution allowing the staff full collaboration across the group. Software development goes hand in hand with collaboration; screen sharing of code and schematics is paramount to the efficient development and coding practises found within the group. Many developers based in low tech countries were struggling with collaboration and projects requiring dissemination of information were being delayed.

- Secure Reliable Collaboration
- Worldwide Coverage, Installation & Support
- Global Installation all procured from UK
- Global Partner for their Professional Audio
- Local Contacts for Support in each office



## The Challenges

Bridging that collaboration gap across more than 40 countries in multiple languages was the challenge. Micro Focus not only wanted global installation but maintenance and support of the hardware from local companies speaking the mother tongue. Fast response to hardware calls, engineers onsite with the relevant spare part to offer fixes the same day.

## How we helped

Whilst the project was large, our professional AV engineers knew there was only one vendor capable of offering this kind of service. We chose SMART Tech as the best of breed vendor for this project. With global price & support agreements, everything could be procured from their UK based offices and displaced throughout the world. We made local relationships with over 30 individual audio-visual installers in 18 different countries. Specialist staff were installed in our UK offices to oversee the project. Our close relationship with SMART meant we had dedicated internal teams from both the UK office and their head office in Canada.

“The expertise and efficiency Systems Assurance apply to their projects is a lesson many dealers could learn from”  
  
Michelle Cox, Group Procurement  
Micro Focus Ltd



## Equipment we used

Having tendered several vendors for the opportunity, SMART was the clear winner; with an obvious global presence and favourable pricing and support options, their business model clearly stood out from the others.

We chose the SMART 885ix2, 8055i, 8055i-SMP boards together with the Team Mate VH SMART 6052i trolleys (where wall mounting was an option) and Meeting Pro software would be deployed in every local office worldwide. Systems Assurance sent installation teams to several different countries to perform 'local' installations and established relationships with local AV installers to manage maintenance and support for the future.



## The Result

Worldwide onsite support contracts are now in place and Micro Focus are enjoying full worldwide collaboration services without the costs usually incurred by cloud solutions.

