

## CASE STUDY

# Nichols

Nichols had begun transforming the business using cloud technologies, and wanted to work with a partner to help define and deliver a Workspace Transformation project to boost productivity, improve the user experience, and increase efficiency through a scalable, accessible and secure SaaS based platform.

### Nichols

**Users:** 100

**Sector:** Management Consulting

Nichols is a unique company of strategic change specialists. For over forty five years, they have advised on large, iconic infrastructure programmes, complex projects & major business change initiatives, operating in a wide range of industries, especially energy, transport, natural resources, government, infrastructure technology and financial services.

[www.nicholsgroup.co.uk](http://www.nicholsgroup.co.uk)



### The Requirement

Nichols required an independent workspace review to help analyse and then define the organisation's five-year digital transformation strategy. The review needed to include a suitability assessment of on-premises, hybrid and cloud-based solutions with recommendations for achieving the Target Operating Model. Focus should be given to the existing cloud platform, desktop delivery and client devices, existing Citrix services, legacy applications and the risk presented, data and security. The solution needed to be implemented without interrupting the user experience, and it needed to provide the least complexity and operational burden. Their existing platform provider had delivered a window for migration due to the service going end-of-life. Nichols also required the delivery of a managed service to support the solution and work in synergy with their IT Team.

### The Solution

Ultima delivered a Workspace Advisory Service to help develop a comprehensive workspace strategy

for Nichols. Their users work collaboratively, delivering a creative approach for every project, so it was imperative to select the appropriate mix of technologies to satisfy end user requirements. Ultima implemented Autonomous Cloud, our advanced management, monitoring and optimisation solution for Microsoft Azure. Utilising the Ultima CSP Platform, Nichols can consume technology through a scalable, simplified SaaS based delivery model. Citrix Virtual Apps & Desktops was implemented to provide users with an enhanced app and desktop experience across both PC and Mac. To further empower the workforce, Nichols adopted Microsoft 365 Enterprise which brings together Office 365, Windows 10 and Enterprise Mobility + Security, enhancing collaboration without any risk to security. Ultima worked with the Nichols IT Team to deliver the complete transformation journey, including migration, implementation, and support. Best of all - automation is at its core, giving Nichols the most optimised cloud environment possible.



## Key Benefits



The implementation of M365 enables users to gain access to required applications and data efficiently and securely, whether in the office or working remotely, and whether on Windows or Mac devices, improving workforce productivity and user experience



Leveraging our experience as a Microsoft Gold Cloud Productivity partner, Ultima was also able to help with the adoption of O365 and use licensing expertise to ensure Nichols were getting the most from their licenses, maximising ROI



Ultima's Autonomous Cloud solution provides automated management, monitoring, and proactive analysis of native Azure services, alongside automatic onboarding, patching, and optimisation, removing the need for manual intervention and increasing efficiency

## Ultima's Microsoft Partnership

At Ultima, we live and breathe Microsoft. Our commitment to our partnership is clear throughout the solutions & campaigns that we deliver. We've been a Microsoft Gold partner for over 25 years and we've accumulated 12 Microsoft Gold Partner Competencies. These span App Dev, Cloud Platform, Data Management Business Apps, Mobility and Productivity. We are also 1 of only 4 Fast Track Ready LSPs for Modern Workplace which allows us to seamlessly migrate customers from legacy software over to Office 365.

## About Ultima

Ultima is a leading intelligent infrastructure and automation services company, focused on the provision of tailored solutions and services, including the design, deployment and support of complex IT solutions, based on industry leading technologies. These are delivered by Ultima's extensive team of highly skilled technical personnel that include solutions architects, consultants, engineers, project managers and service operations staff.

Ultima's mission is to become the trusted long term IT partner of UK businesses by providing robust, reliable and flexible solutions which bring real business benefit. Based on an integrated delivery model encompassing Fulfilment, Professional Services and Managed Services offerings, Ultima provides a seamless service experience for customers.

Gold  
Microsoft Partner



# ultima

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