



*“The efficiency gains alone have been tremendous making the investment cost well worthwhile. We have been able to reduce the headcount of our IT team from 10 to 5, halving our resource costs and most importantly, the current IT team is now spending less time fire-fighting ad-hoc issues at the different offices and more time on their core tasks such as ensuring the security of the network.”*

Marcel Grech-Marguerat,  
Principal, MacIntyre Hudson LLP

Client: MacIntyre Hudson LLP

## Tikit unifies MacIntyre Hudson’s operating platform to reduce costs and simplify application availability

**Ranked among the top 25 accountancy firms in the UK, MacIntyre Hudson LLP is a limited liability partnership of chartered accountants providing compliance services and proactive, independent advice to clients helping them to optimise their personal and business objectives.**

### The challenge

MacIntyre Hudson LLP has over 300 staff located in nine offices throughout the UK. Their IT infrastructure consisted of nine separate Local Area Networks with staff working independently at each location.

This set-up had become inefficient and difficult to manage. Data was segregated with each office being responsible for looking after and maintaining their own and the staff only had instant access to the data stored at the office where they were based with only the firm’s practice management system being accessed centrally. This caused problems for individuals who needed to work from a different office to the one where they were normally based and for the marketing team who could not easily access all client and prospect data when co-ordinating marketing campaigns.

The logistics of maintaining all nine servers in different locations was time consuming and labour intensive. Back-ups had to be done nightly at all nine locations and the deployment of applications and updates had to be managed locally at each of the nine offices. This required a large decentralised IT team and a duplication of resources across the office network.

The large number of servers and the decentralisation of the infrastructure meant that the IT staff spent much of their time fire-fighting ad-hoc issues that arose at the different office sites. MacIntyre Hudson LLP realised that they needed to standardise and centralise their infrastructure to one location.

This would enable them to centrally resolve a number of the common IT issues and allow their IT staff to focus on core activities, such as deploying new system upgrades.

### The Solutions

When searching for a technology partner to help them make the necessary change to their IT infrastructure, MacIntyre Hudson LLP considered three potential

## About Tikit

Tikit is the leading independent provider of IT consultancy, services and software to legal and accounting firms. Tikit’s clients in the UK, Europe and the United States include more than 90 of the UK’s top 100 law firms, 20 of the top 50 US law firms and 18 of the top 50 UK accountancy firms. Headquartered in London – and listed on the London Stock Exchange (AIM:TIK) – Tikit combines in-depth knowledge of the business needs of legal and accounting firms with a unique capability to plan, implement, integrate and support virtually all of the IT requirements of a modern legal or accounting practice.

Learn more at [www.tikit.com](http://www.tikit.com)

## **Tikit unifies MacIntyre Hudson's operating platform to reduce costs and simplify application availability – continued**

organisations. The decision was quickly made however to work with Tikit, the leading provider of consultancy, services and software solutions to the legal and accountancy sectors. MacIntyre Hudson LLP was impressed by Tikit's specialist experience and credible reputation in the accountancy sector combined with their relevant software knowledge.

Tikit recommended MacIntyre Hudson integrate their IT infrastructure by implementing a thin client environment using Citrix over a Wide Area Network (WAN). This would enable all data and program files to be stored and managed from one main location, removing the need to replicate expensive resources in each office and providing a more controlled environment from which to monitor and manage the system.

Tikit consultants migrated the existing data from all nine servers to a centralised data farm and rolled-out the solution in a controlled manner over a weekend to limit the impact of any downtime. They were then on-hand when staff arrived back at the office to provide training and assistance to ensure that staff had the support they needed to get on with their work with no disruption.

### **Results**

With the Citrix 'farm' successfully implemented and running from one central location, MacIntyre Hudson are reaping the benefits of a centralised and controlled IT infrastructure.

The amount of time IT staff spend maintaining and supporting the system has been significantly reduced as all deployments and back-ups can be administered centrally. Previously, the deployment of new software to users required IT staff to roll out to each individual office, sometimes requiring office visits. Now software can be deployed from the central location to all users at the same time, reducing the amount of time spent from a couple of days to a couple of hours.

The standardised central system also allows for an increased level of control. Support staff can now control centrally the applications end-users have on their desktops, providing an extra level of security and pro-actively monitor and manage the system from the one central location.

All MacIntyre Hudson staff can now access the same company data which is maintained from a single location, no longer experiencing the time delays and other obstacles when working remotely. In addition, a standardised user desktop can be accessed from any office or remote connection, enabling staff to access all their core applications, ensuring they can work effectively from different offices or at a client site. The new solution brings a level of flexibility which enables staff to work effectively from wherever they are based.

Furthermore, significant cost savings have been made as a result of their reduced licensing requirements. MacIntyre Hudson no longer need to purchase, in some cases, nine copies of the same license as all software licenses are centralised. Not only is this a huge cost reduction, it has simplified their purchasing process.

### **Conclusions**

The new centralised IT infrastructure has already delivered important business benefits to MacIntyre Hudson. The organisation is looking to further extend the system through the development of an employee portal solution and will be working with Tikit throughout the process.

*"Tikit was the obvious choice for us. Their consultants understood the specific technology demands of accountancy firms, our software packages and the issues we were facing. Tikit had seen it all before and was able to provide advice, based on their previous experience in the accountancy sector, on the best solution for MacIntyre Hudson LLP."*

Marcel Grech-Marguerat, Principal,  
MacIntyre Hudson LLP

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