



optimity



"Our customers are certainly reflecting on whether the smart office or the smart business is going to be the new standard"

Inside this issue;

Pebble IT Acquisition

10 Minutes with the CEO

COVID-19 Update

Project Insight - The London Studios

Staff Focus

Do we need Smart Offices?

The COVID-19 outbreak has forced nearly every business to change working practices with little notice and for many, this has left their leaders to consider what form the new norm may take.

It has been standard practice for many years for businesses to develop and build robust IT infrastructures based around an office or work environment. The bigger businesses will have set up disaster recovery locations and had vast amounts of resilience designed into their systems but few would have planned for an epidemic that has left millions of people working from home for many weeks and months.

When COVID-19 passes into history, which it will, will all the closed offices operate as they were before? Certainly there are very few businesses forecasting no change and this will mean a seismic change in what we consider work to be.

Continued inside.

Still unsure about Office 365?

We can organise free trials for you and your team.



FREE Trial



The Optimity Guide to Working from Home

FREE Download

Want to get in touch? Give us a call on 020 7749 1000 or visit us at www.optimity.co.uk



Consultants
Network



Follow Us!



There's daily news on all our social media outlets.

To stay in touch please follow our pages and feel free to comment & share.

COVID-19 Status Update

It is an absolute priority for normal operations to resume at Optimity as soon as it is safe to do so. All of our staff are currently working remotely and we are starting to make plans for some of our people to return to our office base over the coming weeks. However, the safety and wellbeing of our staff, customers and suppliers continues to be at the core of our decisions and we will be reviewing our policies constantly. We have started to undertake more field-based engineering activities with strict controls in place, and as our customers start to return to work, we expect our policies to relax accordingly.

Throughout the epidemic we have been able to maintain the core functions of all departments across our business and, whilst we are well prepared for some uncertain times ahead, we look forward to happier times coming soon.

Please continue to check the Optimity website for COVID-19 & service updates.

Considering Cloud Backup?

Take a look and get the full experience totally free for 30 days.



FREE
30 Day Trial

Are you cloud curious?

We understand the first steps into the cloud can be daunting so we have created a free trial period for you to use and experience how simple and effective the Azure solution really is.



We are delighted to be joining forces with Optimity to create a new, dynamic partnership, combining strong technical skill sets and exceptional customer service to be able to offer secure and efficient solutions to both our new and existing customers. Most importantly, the combination will bolster our existing resources, allowing us to scale our existing technical management and support.

David Osen, CIO

Our acquisition of Pebble IT

In March 2020, Optimity completed the acquisition of Pebble IT - a dynamic MSP based in Southwark. Pebble IT is an established managed IT services provider that offers end-to-end IT solutions for UK-based and global SME customers. Specialising in cloud, security & compliance, infrastructure, and consulting services, the company has grown revenues 94% over the last five years. Its key partners include Google, Microsoft, Cisco and Sophos. The merger has strengthened the services Optimity provides to existing customers and demonstrates the ambition of both companies to offer best in class, solutions, platforms and support services. David Osen, Managing Director of Pebble IT, has joined the Optimity executive team as Chief Information Officer.

Discussing the deal, Optimity's CEO, Leeland Pavey said: "Optimity's position in London is well established and the business has been hugely successful in providing alternative connectivity solutions, coupled with the ability to modernise campus and office IT infrastructure environments. With Pebble IT's support we are better positioned to deliver next generation, integrated IT technologies for our customers. Optimity has leading industry experience and a proven track record of investment in 'backbone' data service and infrastructure. By integrating the services both companies provide, we can offer our customers core infrastructure services right the way through to endpoint device management - with everything else in between!"

The integration of Pebble IT is well underway and customers from both businesses are already seeing the benefit of the combined entities.



10 MINUTES WITH OUR CEO

LEELAND PAVEY

How has COVID-19 impacted Optimity?

We have clearly seen a large part of our customer base put their ability to work remotely and flexibly to good use. These types of situations have only really been seen before within historic disaster recovery type scenarios and the technology used is now much more widespread throughout the SME market. Our range of products and solutions are ideally suited to creating remote, secure and agile working environments. Recent events have reinforced the fact that the office is no longer the only place where you can work, in fact work can now happen wherever you are.

What are your predictions for 2020?

There is no doubt that 'work' no longer needs be completed in a centralised single office environment. It is clear to me that work will become much more managed by objectives rather than time at your desk. IT tools and systems are now so widely available that you can manage your teams wherever they are and at whatever time they work. The issues that remain are ensuring that remote working uses professional systems that safeguard security, provide agility and allow a business to grow. Optimity are experts in making complex IT systems really easy to understand, allowing our customers to get on with what they like doing best.

What advice would you offer to other CEO's considering a return to work?

The discussion for the past few months during lock down has been about the 'new-norm'. There has been a genuine expectation that work will never be the same again. For any work from home doubters it has been proven that it is possible both organisationally and technically to work remotely and flexibly. Work patterns were certainly moving in this direction but the lockdown has significantly accelerated this. I believe that whilst some normality will return what we are seeing is a significant shift from away from time management of individuals and teams towards objective management and basing performance on what people do not how much time they spend behind their desk. We have seen three stages to this shift. The first is just about capability and how a business makes itself capable of adapting to carry on working wherever the employee happens to be. Microsoft and Gsuite applications for example make this second nature. We then see businesses want to use collaboration to engender creativity and finally the creation of corporate like IT infrastructures in remote environments including the home. This means thinking about issues such as security, encryption and device management. I would urge CEO's to think about what stage their business is at. Optimity is able to guide and help through all these stages.

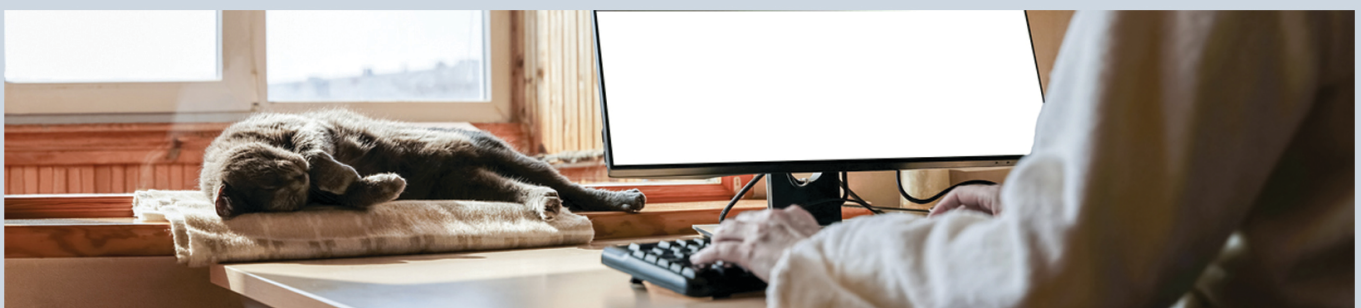
What has been the biggest lesson learned for you during lockdown?

Maintaining communication with staff at first was particularly difficult. Those water cooler moments where you just bump into people in an office environment and exchange chat and idea's was really missing. However, I soon learnt to use the technology we have in ways I never even thought of. As well as holding weekly all staff town hall meetings by video conference I have also started to do video blogs which I post out to Microsoft Teams. Our staff can ask questions and recommend subjects and it acts as a conduit for personal discussion with any member of the team on any subject they choose. We even have a regular virtual pub quiz using a wide range of apps available. This really helps people to socialise and just let their hair down. I have found that using technology in this way has really helped encourage team work and creative spirit. I now have regular video calls with people across the entire company rather than just my direct reports and really do value the cross session of discussions which have replaced those water cooler moments!

Smart Offices or Smart Businesses? (cont'd from cover)

During the lockdown we have been heavily focusing on new and innovative ways to help our customers understand their options and the possibilities that technology can bring. Many businesses have benefitted from our Smart Office products that really showed their power when lockdown was announced. However, today it is a different world and many of our clients are actively working towards a future without an office at all and this brings with it a number of challenges that Optimity are perfectly positioned to help overcome.

Our Business without Walls scheme will help businesses fasttrack the required changes to ensure they are ready for whatever commercial environment the future means for them. Whether this means adapting to a complete work-from-home policy or a future with much less physical office space you will need to consider many elements from technology, security and the management of your people remotely.



Project Insight: The London Studios

Optimity have been awarded the contract by Savills to provide and manage the full IT and connectivity infrastructure for the ITV Studios estate on London's South Bank. The estate, comprising of 111,000 sq ft of office space and an additional 119,000 sq ft of studio space and production facilities, will be redeveloped in the Summer of 2021 and is available to on short-term lets until development starts.

With 22 floors of office space and nearly 50 years of history inside the main tower it was always going to be a challenging project to get the building live once more. However, surveys and testing commenced immediately and our team were able to deliver our famous 2Gb Wibre wireless connectivity to the main systems in just seven days meaning that vital systems, including CCTV, alarms and access control were operational in time for the first viewing tenants. A 10Gb fibre connection was added just weeks later to provide service resilience.

As well as delivering the infrastructure, our team also had to focus on working with incoming tenants to ensure they could benefit from the facilities and infrastructure available. Our marketing team worked with Savills to develop comprehensive tenant literature and this, together with meeting and advising incoming tenants, has proved to be an extremely successful program.

As the building now welcomes its first tenants Optimity continues to strengthen the infrastructure and work with IT Managers to ensure their occupation into the historic tower is planned, managed and delivered on time.

Account Director, Christopher Chave-Cox commented "This important project was perfectly suited to Optimity's skillset and this was reinforced by Savills in their decision to immediately engage with us. From the moment we first met at the tower it was clear that we would be able to design an infrastructure to serve the needs of the owner, the managing agent and the incoming tenants and we could do this much faster than anyone else."



The London Studios, South Bank.

Staff Focus



Name: Samuel Ruiz
Position: HR Manager
Known As: Sammy

Having been our HR Manager for nearly 3 years, Sammy is very much at the heart of Optimity. He wears many hats around the office and is responsible for all our people and the general operations of the business.

Always on hand to help and a "can do" attitude means Sammy is the go-to person in the business and this helps him build excellent working relationships with all his colleagues.

Interesting Fact: I've been an amateur actor for a classical theatre group... and I've never fake-cried so much in my life before!

Outside Work: Sammy doesn't differ much from the one you see in the office: I'm a cheerful, hyperactive squirrel, and I'm always willing to help. I love travelling and all of you know about my monthly trips. Definitely the lock down is putting lots of restrictions to my normal life, but I do try to adjust to what I have. If life gives you lemons... make pineapple juice!

On Optimity: I'm getting close to 3 years, curious enough the company I've been working the longest for! It has been a proper roller-coaster but both personal and professional growth are priceless. From HR Assistant to CIPD Qualified HR Manager within a space of 18 months is a total challenge, but someone believed in me, and I had to show it was worth giving me a chance to prove myself. Yes, it's not perfect, but like any company has its ups and downs, good and bad. In my opinion, we always need to give the best of ourselves wherever we go. Life is already complicated: why making it even harder?

Did you know?

According to MYOB research, businesses that operate in the cloud can expect a revenue growth up to 33%. How might this be explained? A subscription to Office 365 gives your colleagues access to an enormous range of tools which can have a profound impact on revenue. They'll be able to access world leading Business Intelligence with free access to Power BI; instant, secure smartphone and tablet access will mean your employees can be productive on the move; collaboration tools that cut out the confusion and time wasting of email and help people get more done faster.

Additionally, Forrester's estimates, Office 365 can save about 30 minutes of lost productivity per user per day. Office 365 is incredibly intuitive, and features like Delve – which uses machine learning to surface relevant documents to specific users – or Yammer, which makes it much easier to find colleagues – all contribute to saving time. Across your company and over the course of a year, that's a huge potential boost of productivity.