

Reduced costs, improved communications and increased security for UK's largest childcare provider



With 239 nurseries nationwide, Busy Bees is the UK's largest childcare nursery provider

The Customer

Founded in 1983 by three families who were struggling to find quality childcare, Busy Bees has grown to become the largest childcare provider in the UK.

The organisation now has 239 nurseries nationwide, employs 7500 staff, including 250 national support staff, providing childcare for 28,000 children.

This rapid growth posed risks for a relatively small IT team of six, around management, control, support and security of systems and networks, control of Internet content, providing staff with IT and communications support, identifying, controlling and reporting costs to the business.

IT Manager, Paul Creaser, has worked for Busy Bees since 2004 and is responsible for IT and communications. He talked us through some of the challenges they have had to overcome in more detail.



IT Manager Paul Creaser

“By identifying the services being used, eliminating duplication and providing more competitive tariffs, MPS typically reduced billing at each site by 60%.”

Customer:

- UK's Largest Childcare Provider
- 239 Nurseries
- 7,500 Staff
- 28,000 Children

Services:

- Over 100 Phone Systems
- Over 800 Fixed Lines
- VoIP and SIP
- Managed MPLS WAN
- Managed Internet Access
- Web Content Control

“ MPS are fantastic, they always deal with issues incredibly well, take ownership of problems and communicate, even out of hours when necessary. ”

**Paul Creaser
IT Manager**

The Situation

The majority of growth has been through a series of acquisitions resulting in Busy Bees taking over nurseries with communications services from a number of different providers. Services and costs could not be rationalised and duplication could not be eliminated.

Acquisitions could be significant; 77 Leapfrog nurseries acquired in 2007 more than doubled the size of the business at the time.

Every nursery required IT and communications support and a strategic decision to increase IT skills training for the children made secure web content control even more critical. White lists were loaded on to all computers to avoid inadvertent access to inappropriate material and managing this, together with the provision of general communications and IT support, presented the IT team with an increasingly onerous remit as the estate grew to over 200 nurseries.

As the business grew so did the national support centre which became located across two sites incorporating a call centre.

Partnering with MPS

MPS supplied and installed a number of small telephone systems in Busy Bees nurseries during 2003 and 2004. Busy Bees was impressed and consequently commissioned MPS to provide voice and data cabling infrastructure and a telephone system when they opened a new National Support Centre in late 2004.

From a base of less than 30 nurseries in 2004 Busy Bees had big growth plans. The IT team knew they would need support from a communications partner capable of designing, delivering and supporting solutions for Busy Bees voice and data networking requirements as the business developed. MPS was given the opportunity to deliver against this remit and quickly took control of all aspects required.

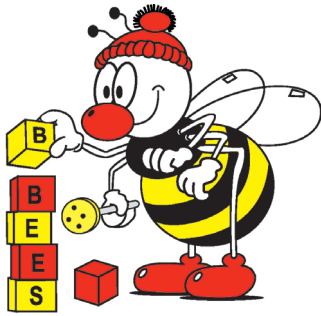
All telephone systems and network infrastructure (PSTN, ISDN, SIP Trunks, Internet and MPLS Access Circuits) are now managed and supported under formal contract by MPS. This includes systems installed by MPS as well as those inherited through acquisition. Systems installed at the National Support Centres are networked using VoIP. A call centre at one of the Support Centres benefits from call sequencing, ACD, recording, reporting and carrier level TPS.

MPS has analysed and consolidated network services as Busy Bees has continued to acquire competitors. Migration of these services to MPS has resulted in a consistent level of service and support whilst costs have been reduced through rationalisation as well as the benefit of MPS rates. The recent introduction of SIP trunks at National Support Centres has enabled further rationalisation of ISDN, further cost reduction and increased resilience.

Billing is bespoke, transparent and clear across all Group Companies.

Having deployed an MPLS WAN to support converged voice and data networking between the National Support Centres, MPS then managed the phased migration of over 200 nurseries from Direct Internet Access to the MPLS WAN, in turn providing a secure private network where all sites can only access the Public Internet via a centralised managed firewall. The firewall controls all Internet access and content eliminating the need for white lists on devices.

The MPS WAN enables the IT team to support users and manage internet access rules remotely, in a secure environment.



Busy Bees Head Office and National Support Centre

The Outcome

The MPS solution at Busy Bees now includes over 100 telephone systems, more than 800 PSTN, ISDN and SIP trunks, VoIP between the National Support Centres and an MPLS WAN spanning around 230 sites in turn enabling a managed firewall to provide centralised Internet access and web content control.

The Savings

Asked about the financial impact of MPS taking over services at acquired nurseries Paul said, “By identifying the services being used, eliminating duplication and providing more competitive tariffs, MPS typically reduce our billing at each site by 60%.”

The Support

Asked about his experience of the support provided by MPS Paul answered, “MPS are fantastic, they always deal with issues incredibly well, take ownership of problems and communicate, even out of hours when necessary.”

The Impact

- Reduced communications costs
- Improved cost control and reporting
- More efficient integration of new acquisitions
- Increased security
- Streamlined supplier management

Busy Bees is able to outsource the management of its voice and data networking infrastructure to MPS as a trusted “partner” effectively operating as an extension of Busy Bees’ own IT resource; a relationship which has enabled Busy Bees to operate with a lower IT head count than would otherwise be required.

In Summary

Paul summed up his experience of partnering with MPS by saying, “MPS provides everything we want, how we want it, when we want it. You can’t ask for any more than that.”

“MPS provides everything we want, how we want it, when we want it. You can’t ask for any more than that.”



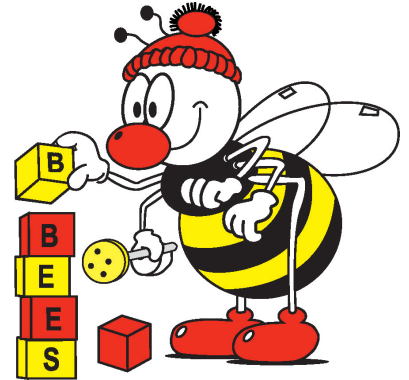
Paul Creaser
IT Manager



Call: 0330 333 6400
Email: info@mpsplc.co.uk

BUSY BEES

TOTALLY DEVOTED TO CHILDCARE



About MPS

MPS is an end-to-end, fixed and mobile, voice, data and IT communications solution provider working with private and public sector organisations to define, develop, integrate, manage and optimise networked solutions which deliver business process change and return on investment.

We are business communications specialists designing, implementing and supporting intelligent communication solutions which can make a real difference to your business, providing real benefits compared to a multiple supplier approach and all the potential conflicts that can entail.

Our end to end service takes ownership of all aspects required to deliver and support solutions which meet customer's specific business communications issues and requirements.

Get in Touch

Call us on **0330 333 6400**

Email info@mpsplc.co.uk

MPS Intelligent Communication Solutions
Shaw House
Wychbury Court
Brierley Hill
West Midlands
DY5 1TA