

CLARINS UK

# Implementing IT strategy and digital transformation for Clarins UK

## The Client

Clarins, a company defined by its unique expertise in plants and respectful of biodiversity. Using the best plants in their optimal concentration, combining nature, science and respect to always create more efficient and distinct products. It also has an innovative approach to efficient beauty, which contributes to well-being, balance and happiness That which seamlessly combines products and targeted application methods. Countrywide cover requires scalable, rock solid infrastructure ensuring uninterrupted communication between staff and clients.

## The Challenge

Clarins was in the process of major transformation in their IT department when Reliable Network got involved. Change of IT manager and lack of defined plan for infrastructure emphasized need for an experienced partner who would be able to guide them through the planning, execute implementation and provide future support. Achieving cost reductions without sacrificing performance and user experience was a primary concern as the firm cut back from 5 IT employees to 3 permanent members of staff. Substantial hardware infrastructure located on-site required immediate attention and expansion to keep up with company's progress.

Rather than investing money in replacements of on-site servers, infrastructure has been consolidated and migrated into scalable and redundant cloud platform. Return on the investment was immediately realised based upon a like for like replacement of physical hardware and the migration services that would be required to deploy a physical infrastructure. Long and complex process has been divided into multiple projects which were easy to track and report on to the board ensuring their continuous satisfaction.



Reliable

## Strategic planning and consultancy

Reliable Networks worked alongside UK head of IT – Steve Exeter to create, formalise and implement IT strategy in the form of 3-year plan which has then been presented and enthusiastically accepted by the board of directors.

Data is securely hosted and replicated where required to a managed server in the data centre via a dedicated site-to-site link. State of the art replication software allows data to be rapidly accessed and restored in the event of a disaster. Key business applications have been completely migrated to the cloud and are hosted in the data centre and backed up several times a day. DR system is continuously monitored and fully tested bi-monthly to ensure it still delivers the cover they require.

## Providing ongoing support

Reliable Networks provides 1st, 2nd and 3rd line support to the firm's IT managers through our London-based proactive helpdesk. This is also augmented by dedicated engineer located on site 4 days a week. RMM and MDM tools have been implemented to track and manage all existing and new office, cloud and store based devices and staff. Proactive monitoring has been implemented across all core devices on site and servers based in the cloud providing integrated NOC for the entire hybrid platform.

All systems have been also secured from external as well as internal threats by implementing number of solutions:

- Windows security policies
- Physical and software firewalls
- Hosted SPAM filtering system
- Endpoint antivirus
- Active malware protection and scheduled scans
- Patch management

## The Outcome

Virtualisation allowed consolidation of on-site hardware into several redundant hosts covered by backup and DR plans. The head office site, now has full business continuity with no dependency on a single server and no single point of failure in the design. Services are split between the new data centre, warehouse and head office although each site provides resilience for the other ensuring the business can continue in the event of a disaster. The internal IT team can now manage and track all IT systems through RMM and MDM systems. Business has single integral virtual and on-site team to support them as well as monitor and maintain on-site and cloud systems.



*"Reliable Networks have worked closely with us to put a roadmap in place which fits our technical and budgetary requirements. Their collaborative approach has been second to none. They provide proactive, effective IT support with a proficient account management team overseeing everything. The private cloud solution has provided a stable working environment for our head office and call centre users creating efficiencies and helping workflow."*

**Steve Exeter - Head of IT, Clarins UK**



# Reliable