

Crimson appraise then devise an IT Strategy

Customer Background

The Birmingham Assay Office (BAO) is the largest assay office in Europe. Founded by an Act of Parliament in 1773, it has expanded its services beyond its statutory Hallmarking duties and offers independent expert opinion on every aspect of the precious metal, jewellery and gemstone trade via its branches and subsidiaries.

Business Challenges

BAO commissioned an audit of the IT estate as part of their business risk review. Crimson's brief was to audit the existing IT estate, recommending opportunities for short-term improvement, and to help develop an IT Strategy that would support the positive future growth of this forward thinking business.

Crimson's certified Audit and Strategy approach

Reflecting the needs of the brief, Crimson used their proven audit methodology that covered all aspects of IT and IT Services – tailored to match BAO's specific operating concerns.

Crimson's easy to understand final report detailed findings from the review across the dimensions of Infrastructure, Security, Applications and database, IT Service Management and fitness-for-purpose both now and in the coming years. The well-received report categorised risk, by severity and business impact, alongside value-adding recommendations to mitigate the impact.

The recommended IT Strategy addressed BAO's key needs for a reusable common IT platform across its operational units and to leverage customer data for even greater management insight.

Birmingham Assay Office were impressed with the way in which Crimson had grasped their concerns, identified where the problems lay and came up with suggested possible solutions.

Overview

Industry

Retail services, precious metals



Solution Summary

Crimson's proven IT Audit and Strategy methodology, endorsed by Accredited UK the independent benchmark of IT Consultancy quality.

Key Benefits

An objective, fact based verdict of the fitness-for-purpose of their current IT applications and infrastructure.

Reduced business risk exposure by implementing several mitigating recommendations.

Crimson recommended an IT Strategy that would realise total cost of ownership (TCO) savings; itself representing a significant return on investment in the IT Audit.

"This audit rationalised where we are now, and recommended how we should move forward based on development and growth. It gave the level of clarity, to the executive team, that we were looking for"

Michael Allchin

CEO and Assay Master