



Encore Search finds cost saving and flexibility in the Bureaucloud Platform

Encore Search is a specialist headhunting firm servicing Trading Houses, Utilities, Investment Banks, Hedge Funds and Asset Managers. Close relationships, market knowledge and discretion are crucial to the company’s strategy being able to respond to finding quality talent required by their exclusive clients.

The partners, consultants and research team rely on the ability to quickly access information and maintain a high level of communication with existing clients and prospective talent. As a small business, Encore manages its budgets accordingly and leverages Cloud computing to keep IT administration to a minimum. The company’s environment managed by Bureaucloud includes a file server, with Remote Desktop Services providing the desktop environment for accessing their information from anywhere and Microsoft Exchange for email and Blackberry® mobile communication.

Simon Crick, one of the founding partners of Encore Search explains that “due to the competitive nature of the industry and level of service expected by our clients, it is not acceptable to experience any delay in communications. We are always connected and need to be able to access our data from almost anywhere.”

Despite the importance of IT services to Encore Search’s business, there is no need for an IT department to administer their systems. “By migrating our systems to Bureaucloud we managed to reduce our costs significantly in terms of administration and licensing. We now have more control of our data and are in a position to grow in the future without any disruption to our services,” says Crick.

A Complete Solution that can Adapt with the Business

Aware of some of the benefits that Cloud computing could bring to the business, Crick was keen to find a model that was right for a company which intended to grow. All the partners had

The Company:
Encore Search Llp

The Challenge:
Reducing IT costs for a small business with changeable requirements whilst ensuring business needs continue to be met.

The Solution:
Bureaucloud’s Standard Plan providing secure file services, remote desktop services and disaster recovery ensuring Encore Search have continuous access to their data.

The Results:

- A “right-sized” IT environment services the company but can easily be adjusted in line with future growth.
- Users can remotely access Encore Search from anywhere.
- Peace of mind knowing that Encore Search’s data is fully protected and backed up.
- Reduced administration allowing the Encore Search team to focus on their core competencies.

experience working for companies with traditional well supported enterprise IT and required a similar, if not better level of service in order to compete in the marketplace but without the expense or added complexity.

Initially Encore Search purchased basic support from an IT supplier who had set up their systems. The solution was Cloud-based and worked reasonably well, but there were still some integration issues with the applications required by the business. This made remote working difficult and collaboration harder amongst the team. The problem threatened to get worse as the team grew.



Bureaucloud changed the model and was able to provide Encore Search with an IT environment similar in terms of functionality to what the partners used previously but at the right size for their needs. This resulted in a cost saving of around 25-30%.

At certain times, Encore Search requires more researchers to help find the best talent for a position. These researchers may only be working on a temporary basis or remotely from home. Bureaucloud pricing follows a monthly model, so the solution is flexible for short term changes to business structure. Pricing for the services is also based on underlying resource use, so additional user license costs are negligible.

Having had the integration troubles with the initial Cloud move, Crick wanted to know that another move would not deliver the same result. Bureaucloud assessed the team’s current use and determined the functionality required to make the solution work. As Bureaucloud contracts are on a monthly rolling term, if the move did not meet expectations, Encore Search would be free to go to another provider.

Support (0800-2000 Monday - Friday) covers that vast majority of business affecting issues so paying for additional support is unnecessary.

Security is paramount in order to protect client and candidate data. These threats include common internet attacks through malware and viruses, physical opportunistic theft or even deliberate data theft and corporate espionage. The Bureaucloud Platform provides firewalling and VPN access to protect the networks from unwanted intrusion. All physical equipment is located in a highly secure Tier 3 Data Centre facility in West London. Data is reliably backed up to protect the business in the event of a disaster allowing instant restoration of their servers or all their files and records without any impact to the business.

Bureaucloud delivered all the capabilities required and more at an affordable price. The data migration was completed over a weekend which made the switchover unnoticeable to the business. Encore Search now has better control of its data without needing to maintain any servers.

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Designed to Support Business Needs without Compromising Security or Functionality

The majority of work carried out by Encore Search takes place during normal UK business hours. The company decided that Standard Emergency

About Bureaucloud:

The Bureaucloud® Platform is a Cloud Computing service designed for SMEs. The service uses technologies from VMware® to provide “Infrastructure as a Service” (IaaS) through a self-service online portal. Bureaucloud offers monthly contracts with a range of support options from business day only to 24x7 cover with guarantees of 99.995% uptime.

The company provides a free 30-day evaluation for new customers. Visit <http://bureaucloud.com> or email info@bureaucloud.com for more information.

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