



## Case Study The Zygos Partnership



The Zygos Partnership is an international search firm working with the world's leading organisations on their Board level executive and non-executive appointments. They have worked for over fifty FTSE 100 companies and almost one hundred FTSE 250 companies, together with numerous other firms throughout the FTSE, and many private, family and mutually owned companies.

An organisation with world class clients requires world class technology and communication solutions to enable it. The Zygos Partnership engaged SynergyTech as their Technology Partner to help support them in this endeavour and facilitate growth using technology.

### Highlights

The Zygos Partnership sought advice from SynergyTech in overcoming software and network issues that were impacting their business. Through client engagement and a technical assessment SynergyTech worked to understand Zygos' culture, its operations and its clients. They were then able to propose and deliver effective and resilient IT solutions with ongoing support to enable Zygos to focus upon achieving world class client outcomes.

### The Challenge

The Zygos Partnership's immediate requirement was to: overcome the frustration of network performance problems; make e-mail through Office365 more reliable and efficient; gain a better understanding of how the increasing threat of cyber attacks could affect their business, a result of which was to enhance their cyber security provisions.

A further requirement, was a simple, secure and reliable mobility solution; one that enabled remote working on any connected device, across a network that conformed to best practice in cyber security.

SynergyTech agreed to undertake an IT Assessment, incorporating hardware and warranties; software and licensing; network infrastructure and security. The Assessment identified several issues, typical of legacy solutions, that have been extended over time.

"From the outset, the SynergyTech team were model professionals. Our first engagement was through an assessment of our IT position and they helped us understand how we could move forward from the problems we were experiencing. We then implemented a secure, remote access solution that enabled employees to work whilst out of the office; dramatically improving the support our clients receive."

Scott Stevens, Chief Accountant, The Zygos Partnership.



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## The Solution

SynergyTech engaged with the Zygos partners, working especially closely with the Managing Partner, Senior Partner, EA to the CEO and Chief Accountant. SynergyTech presented a comprehensive roadmap to swiftly resolve immediate problems identified in the Assessment; maximize existing hardware assets; and providing a clear infrastructure strategy; outlining how effective technology deployments can enable the client's growth objectives. They also presented a managed service solution that would provide ongoing support for colleagues, applications and infrastructure with a unique pricing strategy.

"The quality of the IT Assessment was such that we could use it as a blueprint moving forward and provide an important baseline from which investment can be measured. Together with SynergyTech we completely overhauled our outdated and unproductive IT systems without any hassle at all."

Scott Stevens, Chief Accountant, The Zygos Partnership.

SynergyTech provided embedded support days at The Zygos Partnership, Sloane Square offices. By taking the time to understand the culture of the business, SynergyTech successfully engaged directly with employees, in turn utilising that understanding to cement a high level of trust between the two companies. The SynergyTech engineers quickly became key members of the Zygos team.

- A secure, robust, agile, flexible working environment was achieved, allowing increased productivity across the business.
- SynergyTech gave confidence to Zygos, to explore and move to a new state of the art, cloud based, CRM solution (Invenias).

"Without SynergyTech's help and direction, we would not have been able to implement the new and improved database we are now using. They guided us every step of the way"

Scott Stevens, Chief Accountant, The Zygos Partnership.

"We have never received anything other than a first-class service from SynergyTech. They approach every interaction with a genuine desire to understand, assist or solve, as appropriate. They will always, without being asked, flex their service to fit our requirements and are, at all times, a pleasure to work with."

Laura Sanderson, Partner, The Zygos Partnership.

## The Outcome

The Zygos Partnership has now engaged SynergyGroup as its Technology Partner on an ongoing basis, entering a long-term contractual relationship. For Zygos the measure of success is to have IT solutions that work seamlessly, enabling more time to be spent consulting with clients.

"SynergyTech have transformed communications at Zygos post their engagement in December 2015. They inherited a set of legacy issues which meant there were 15/20 plus occasions a week where we had problems, with email, printing and the database - all significant to a business which survives on first class client service. Today there may be a couple of routine queries to the help desk, so we are delighted by the thorough, professional and timely way the business has been transformed."

Luke Meynell, Managing Partner, The Zygos Partnership.

Recently, SynergyTech was invited to support The Zygos Partnership in migrating from its FileFinder database application to a new cloud CRM – Invenias. A case study is now available for this project.

"The relationship between Zygos and SynergyTech is like a fine wine, it gets better with age."

Scott Stevens, Chief Accountant, The Zygos Partnership.



Your Technology Partner