



## CASE STUDY

# How NAK Has Helped Sirius Facilities to Transform The User Experience of IT

## ABOUT SIRIUS FACILITIES

Founded in 2006, Sirius Facilities have grown to become one of the leading operators in corporate real estate in Germany. They now operate over 60 innovative business parks and office centres across the country.

Sirius Facilities provide a wide range of commercial space ranging from storage and light industrial units through to fully managed offices and conference centres. Today Sirius Facilities' portfolio includes 400 buildings across 67 locations providing 1,793 million m2 of space. They employ around 250 people who are focused on looking after approximately 5,200 tenants.

## THE NEED TO TRANSFORM IT

As a rapidly growing business, Sirius Facilities' IT systems had needed to scale quickly to keep pace with demand, but as is often the case, had reached a point where both the infrastructure and operational practices were struggling to deliver what the business needed.

In 2019 a decision was made to bring in an IT Leader that could address the current issues and transform both the IT function and the value it delivers for the business. This marked the start of a major infrastructure refresh and the engagement of NAK to complement the internal team in proactively monitoring and managing this infrastructure and delivering a responsive helpdesk service to end-users.

“Having worked with NAK in previous companies; when I arrived at Sirius Facilities I instantly saw where they could add value to our internal team and play a significant role in transforming both the perception of IT and the value it delivers to the business.”

Stuart Gale, IT Director, Sirius Facilities



MEIN  
NEUSS  
BÜRO



point n

BIKE POINT

BIKE POINT

“Through performing proactive monitoring and patching services, NAK has gained a thorough understand of our IT environment. They are seen as an extension of our internal team, a true partner rather than just a supplier.”

Stuart Gale, IT Director, Sirius Facilities

## PROACTIVE MONITORING & PATCH MANAGEMENT

Once the new infrastructure was in place, NAK was brought onboard to proactively monitor this and provide Patching-as-a-Service. It was important for Sirius Facilities to ensure that all software was kept up to date with the latest patches available and to have in place proactive monitoring to detect and address areas of vulnerability.

## MANAGED IT HELPDESK

With increasing demand being placed on the IT team, it was difficult to focus on customer experience while also driving transformational change in IT operations. After discussing the challenges with NAK it was decided for NAK to provide an IT helpdesk service to Sirius Facilities staff, manned by German speakers, but operating out of their centre in the UK.

This has proven transformational. A highly responsive service has been delivered to end-users, a structured ticket management and escalation process has been put in place, and a high proportion of user issues are being solved by the NAK team who have intimate knowledge of the Sirius Facilities environment.

“Having the NAK team manage our IT helpdesk has completely turned around end-user perception of IT. Where previously we were running at over 100 tickets remaining open each week, we now rarely reach 40 and when one of our end-users arrives in the department with a box of chocolates, you know you are doing something right.”

Stuart Gale, IT Director, Sirius Facilities

# THE OUTCOMES

The monitoring, patching and managed helpdesk services provided by NAK has delivered significant value to Sirius Facilities, their IT team and more importantly, their end-users:



## Reduced Risk

By proactively monitoring the infrastructure for vulnerabilities and meticulously managing patching, NAK has helped Sirius Facilities to reduce risk to the business.



## Improved Support

With the NAK team in place, helpdesk support has become far more responsive, end-users get the help they are looking for and a greater number of issues are resolved faster.



## Happy Users

The perception of IT has been transformed. Where once negative feedback dominated the day, this has been replaced with positives and this is reflected in employee surveys.



## A Happy IT Team

NAK has lifted the overwhelming pressure from the internal IT team, they now have the space to focus on those priority tasks that deliver incremental value for the business.



## TAKING THE PARTNERSHIP TO THE NEXT LEVEL

Following the success of the NAK managed internal IT helpdesk, this service is now being expanded to provide IT support for Sirius Facilities customers. Alongside the German-speaking helpdesk team, NAK is also providing a Virtual Operations Manager who will help Sirius Facilities to optimise processes and leverage automation to provide a true value-adding service to tenants.

“Our vision is to be able to provide our tenants not only with exceptional facilities, but also exceptional IT services. We know we can achieve this through our partnership with NAK.”

Stuart Gale, IT Director, Sirius Facilities

## ABOUT NAK

NAK is helping organisations to create Secure, Agile IT Environments.

Our goal is to be the trusted advisor and managed service partner for our clients, helping them to address those fundamental challenges that are critical to their business success. We do this by taking the time to understand your business, what you are looking to achieve and connecting the dots between where you are now and where you want to be.

Helping organisations to maintain and secure their IT environment is a key part of this and which we support through our wide range of managed services.

If you would like to know more about how we can help your organisation, simply reach out on the contact details below.

0300 456 0471  
enquiries@nak.co.uk  
nak.co.uk

