

Wickes Successfully Transitions IT Systems to New Data Centre

Capgemini maintained the core IT systems for home-improvement retailer Wickes during construction of the parent company's new data centres. Assistance was also provided with training of new staff ahead of the relocation

The Situation

Wickes operates more than 180 home-improvement stores in the United Kingdom and is owned by Travis Perkins, a leading supplier to the UK building and construction industry.

Following a decision by Travis Perkins to consolidate its IT department in Northampton, the company approached Capgemini to take on the Wickes Data Centre and its Operations & Technical Support staff, and manage the Wickes IT Systems & Computer room until Travis Perkins completed construction of two new data centres. At that point, Travis Perkins' own computer systems and support staff would be relocated, followed by the Wickes' systems.

The Solution

The £1 million (€1.3 million) outsourcing contract was awarded to Capgemini by Travis Perkins. The aim was to ensure top-quality 24/7 service pending migration of Wickes' IT systems to the new Travis Perkins data centres. The contract covered computer operations and technical support for all core IT systems at Wickes, including daily store polling, sales processing, stock control and warehousing systems support for all 180 Wickes stores across the UK.

“During a challenging period of change for our business, Capgemini's IT capabilities and HR skills played a key part in successfully addressing the many challenges involved.”

**Graham Malpas,
Service Delivery Manager,
Travis Perkins (Wickes' parent company)**



The Result

The approach allowed Travis Perkins and Wickes to keep services at peak levels, retain key staff and maintain staff morale. At the same time, it helped eliminate risks and ensure a smooth migration to the new data centre location.

How Wickes and Capgemini Worked Together

Wickes offers a wide selection of own-brand home-improvement products designed to meet the requirements of professional tradesmen and serious do-it-yourself (DIY) customers. The retailer stocks more than 6,000 products, over 3,500 of which are also available for purchase online. Wickes' products range from timber and building materials to bathrooms, kitchens, electrical tools, patio doors and garden furniture.

Wickes' old data centre was located in London, but in 2006, parent company Travis Perkins began building two new centres in Northampton. While these centres were under construction, Travis Perkins contracted with Capgemini to support Wickes' IT systems 24 hours a day, seven days a week. The systems included daily store polling, sales processing, stock control and warehousing systems, supporting all 180 Wickes stores across the UK.

The support was predominately provided by 10 former Travis Perkins/Wickes staff who joined Capgemini under a Transfer of Undertakings (Protection of Employment) Regulations (TUPE) agreement. During the latter part of the contract, the onsite Capgemini staff performed training and knowledge transfer to the client's new staff. Capgemini also managed the move of one system that it has particularly strong expertise in.

In a formal review of contract performance, Travis Perkins awarded Capgemini 100% for all key success criteria, including maintenance of specified service levels, effective staff management and helping ensure smooth migration of services from the Wickes data centre in London to the new Travis Perkins facility in Northampton. The review used the OTACE (On Time and Above Client Expectations) formal rating process, which Capgemini applies to all client projects.

Graham Malpas, Service Delivery Manager of Travis Perkins, said: "The leadership and management provided by Capgemini was outstanding and a major factor in keeping services at peak levels, retaining key staff and maintaining staff morale, eliminating risks and helping us ensure a smooth migration from London to Northampton."



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Travis Perkins
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In collaboration with



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