

The Cloud offers lower business risk and a level of IT we could not achieve on our own.

PHIL TOTTY DEPUTY CEO AND FD

BENEFITS

- **Predictable and affordable costs**
- **Lowered Business Risk**
- **Future capability and flexibility**

FRC Group

FRC was facing a major decision about future IT strategy and engaged Itica after receiving a recommendation of our capabilities.

FRC relies on its systems and infrastructure services to operate each business within the group and had identified a number of risks and constraints with their IT provision.

FRC engaged Itica and the deliverables included:

- Strategy options determination
- Supplier and solution selection
- Contract development and negotiation
- Successful migration to the Cloud
- Itica advice and guidance throughout the process

FRC is a leading social business, running commercial businesses that produce financial profits and create a social dividend by giving people in poverty and unemployment the opportunity to change their lives.

The FRC Group comprises Furniture Resource Centre and Bulky Bob's.



Itica

Itica provided independent advice to help FRC confirm an appropriate IT strategy and also managed the end-to-end supplier selection process, following it through to successful implementation and ongoing management of the services.

The Itica process was used to document the business requirements and technology options and once agreed, a two-stage market exercise was conducted which identified two leading providers. The successful solution and supplier was identified and recommendations were presented to the Board and contract signature followed rapidly.

FRC was involved in all key stages and decisions and chose to move to the Cloud as it offered the right blend of cost, risk, service levels and future flexibility. Itica used its market data and expertise to reduce the final bid costs and to establish contract provisions protecting FRC's business data, together with the required service levels and disaster recovery capabilities.

FRC Group's impacts are created by the services the businesses deliver – getting great quality furniture to low-income households – and by the way the business is run - creating training opportunities for long-term unemployed people to develop the skills, experience and qualifications needed to gain employment.

Driving business value through technology

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