

case study: CLYDEUNION Pumps



In the autumn of 2008, Clyde Blowers impressed the market by announcing a \$1bn deal – the acquisition of an entire business unit from US giant Textron. This combined business was renamed as CLYDEUNION, with the resulting business employing around 5,000 employees worldwide, and with a turnover of \$1.2bn.

The challenge

A significant challenge in the integration of the two businesses was to find an email solution that would meet all the needs of the enlarged CLYDEUNION Pumps business, as well as ensuring communication continuity throughout a complicated integration project. This integration needed to take place in just four weeks, involving users in the UK, Europe, North America and Asia – all under the spotlight of relentless media attention.

The brightsolid difference

After a competitive tender process, CLYDEUNION Pumps chose brightsolid to undertake this project. This choice was based on the experience brightsolid has in hosting and migrating Microsoft Exchange services, as well as the confidence that brightsolid gave CLYDEUNION in our dedication to customer satisfaction. In this instance, our approach to delighting our customer involved three key deliverables:

Speed

“It was critical for us to have the entire migration of users completed within four weeks”, said Murray Husband, General Manager of IT for CLYDEUNION Pumps. “It was an important part of the deal with Textron that we take responsibility for the IT for the combined business within this timescale. brightsolid rose to the challenge, and met every single milestone on time, as well as ensuring we were kept up to date throughout the process” – we tried to keep Murray in the picture, without him ever feeling the need to micro-manage.

Delivery & support

The early days of any integration project are known to be critical in the overall success of the project, and brightsolid recognised that it was important for CLYDEUNION Pumps that they demonstrate their clear integration plan by executing their IT programme quickly and efficiently. The carefully planned approach that brightsolid took ensured that Murray Husband could describe the migration process as *“quite seamless”*.

It also meant a lot to us when Mike Bayes, IT Director US of CLYDEUNION Pumps, described our helpdesk as

“a joy to work with, that respond quickly, fix the easy problems fast, and keep us updated on the hard problems”

Global outlook & mobility

The international distribution of the new organisation required brightsolid to demonstrate a unique flexibility; everything from being available for project meetings late at night to providing support for different languages in Outlook. Our focused, committed team were “always-on” during the intense implementation period, including making full use of new business communication. This put us completely in step with CLYDEUNION Pumps, and their use of international networks, remote access and mobile working.

for further information

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