



BURNLEY FC

PREMIER PARTNERSHIP LEADS TO MAJOR ICT CONTRACT WIN!

Burnley FC is a professional Football League club, currently playing in the npower Championship.

With a capacity of 22,500 at its Turf Moor stadium, Burnley FC is one of many historic and well-supported clubs in the North West of England. Our relationship with Burnley FC began in 2001, when our Chess ICT Office (previously known as Lanway) sponsored Burnley's football shirts.

Since then, our relationship has gone from strength to strength with adhoc network support and hardware provisions, to securing a fully outsourced Managed Services contract in 2012.

ICT



SECTOR
Sports



SOLUTIONS
**Active Support
MyPortal**





The Challenge

The success of Burnley FC and its promotion to the Premier League in 2009, meant their infrastructure had to be expanded rapidly. Staff numbers grew from 90 to 160, putting a real strain on their IT systems, as well as the management of their IT estate.

By 2012 it was clear that Burnley FC needed extra support in the running and upkeep of its IT environment, as it could no longer handle the management load in house.

Objectives

Deliver a bespoke and cost effective Managed Services package that:

- Owns all day-to-day IT operations and helps shape the IT strategy
- Significantly reduces response times
- Improves technical expertise and capabilities
- Futureproofs IT systems and infrastructure

The Solution

Chess implemented Active Support – a key feature of our Managed Services offering. This gave Burnley FC a single point-of-contact service desk for all levels of their IT environment, including; infrastructure, storage, networking, operating systems and applications.

Burnley FC now benefits from 24/7/365 monitoring of its networks, and a direct line to a helpdesk for all staff. For any high-level issues, Chess engineers are available during working hours to resolve problems onsite. The deal also includes cover of all hardware, so faulty devices are swiftly replaced at no extra cost, significantly reducing their hardware expenses.

One tailored aspect of the solution is the additional out of hours support. Every other Saturday, thousands of supporters descend upon Turf Moor and the IT infrastructure comes under extra strain. To counter this, we provide on-call engineers to handle any issues and eliminate risks.

In the run up to the 2012/13 season, Chess also tested all IT equipment including the big screen at Turf Moor stadium. We carried out full functionality checks on the monitor, ensuring it was ready to display updates to the fans from the first game.

The partnership has saved Burnley FC 25% of their annual IT costs, whilst giving them the knowledge that their IT environment is in the safest of hands.

Products

- My Portal: Access to hardware, software and service information
- Active Support: outsourced IT service desk and onsite support at all levels for all infrastructure, storage, networking, operating systems and applications

Services

- Bespoke Managed Services Contract
- ICT infrastructure and skill audit
- On-call engineers for all match days

“ We’re delighted with the relationship we have with Chess. Improved response times and technical expertise is having a huge impact on our business operations. ”

**DOUG METCALFE, BURNLEY FC,
STADIUM MANAGER**





The Results

- 25% annual savings on IT costs, plus hardware cover
- Reduced response times by 20%
- Reassurance that IT system remains secure and available, with 24/7/365 infrastructure monitoring and unlimited remote helpdesk access
- On-call engineers for match days helped eliminated risks and down time

“...The new support package will look after all our day-to-day IT operations. A significant strategic decision taken by the football club.”

**DOUG METCALFE, BURNLEY FC,
STADIUM MANAGER**

About Chess

At Chess, we design and deliver award winning bespoke ICT solutions and services to meet your needs.

Our 25 years' experience, 80 strong ICT Team, outstanding customer service and technical expertise are just a few of the things that sets us apart. But the real key to our ICT partnerships lie within our people. We're passionate about technology and unlocking its potential, we're focused on listening, understanding, unearthing unique solutions and building trusted relationships. Our people are committed to our core values: Quality and Passion which is why we're fast becoming one of UK's most trusted ICT partners.

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For More Information Please Get in Touch

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