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Kevin's input was invaluable at a time when the relationship with our MSP became strained. He assisted in ensuring that new arrangements were appropriate for our needs and allowed us to have greater confidence in our MSP going forwards.



### Lee Bramley

Managing Partner,  
Endeavour Partnership LLP.

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It was a pleasure to achieve an amicable outcome whereby Endeavour could continue to work with its current MSP while avoiding the need for a lengthy and costly supplier selection process.



### Kevin Goosman

Baskerville Drummond

#### Project

IT Supplier Relationship Consultancy

#### Scope

Endeavour was just over halfway through a 3-year contract with its managed service provider (MSP) but the firm did not feel it was receiving an ideal level of service and support, particularly in respect of on-site assistance, even before the pandemic broke.

Furthermore, the firm then came under pressure from the MSP to refresh on-site hardware and commit to a long-term contract renewal as a part of this process.

## Client Snapshot



#### Deliverables

- ◆ Reviewed the current MSP agreement to advise on the firm's contractual position.
- ◆ Reviewed the proposals from the MSP relating to the on-site hardware and any possible contract extension.
- ◆ Determined whether the current on-site hardware and software were indeed an immediate concern and/or unsupportable as suggested by the MSP and ascertained why the MSP believed replacement was such a priority.
- ◆ Determined whether the solution used by the current MSP was the correct one for the longer-term, with particular focus on technologies in place, such as private cloud.
- ◆ Based on the above, recommended a way forward, both in terms of the current hardware and any longer-term arrangements with the MSP.

#### Extras

- ◆ Baskerville Drummond was able to act as a neutral party between Endeavour and the supplier, keeping things professional and amicable and focused on optimal outcomes
- ◆ Baskerville Drummond's knowledge of the market helped reassure Endeavour as to the merits of the strategy and of maintaining their existing MSP relationship.