

Servcorp

Improving team efficiency and productivity

Enabling the Servcorp team to focus on
what's important



The Client

A Sydney founded business that provides Serviced Offices, Virtual Offices, Coworking and IT Solutions.

Opening its first office in Sydney in 1978, Servcorp has grown to become a hugely successful global business with over 160 locations in 54 cities, across 23 countries.

1978

Established

160+

Serviced offices globally

Client Story: Servcorp

The Challenge



Customer Service Excellence

Servcorp's continuous equipment refresh cycle across its 160+ Serviced offices was imperative in order for the team to continue to provide excellent customer experience, whilst remaining a proactive and technology focused global business.



Global Scale

The sheer scale of Servcorp's global coverage means that several of its offices are located in complex regions, many of which are not easily accessible. Not only was this making it difficult for the Servcorp team to procure and ship equipment globally due to strict importing regulations, but it was also extremely costly and unpredictable for their procurement team.



One Single Partner

The Servcorp team needed one partner with the global capabilities to centralise all its equipment purchasing, eliminating the need for multiple partners across different countries. This was important to provide ease of transaction, whilst ensuring a better service, faster turn-around and flexibility with invoicing in order to keep up with its continuous global expansion requirements. The team was also seeking a solution that would overcome the budgeting issues of using multiple partners including varying levels of discount, or no discount at all and fluctuations in currency costs.

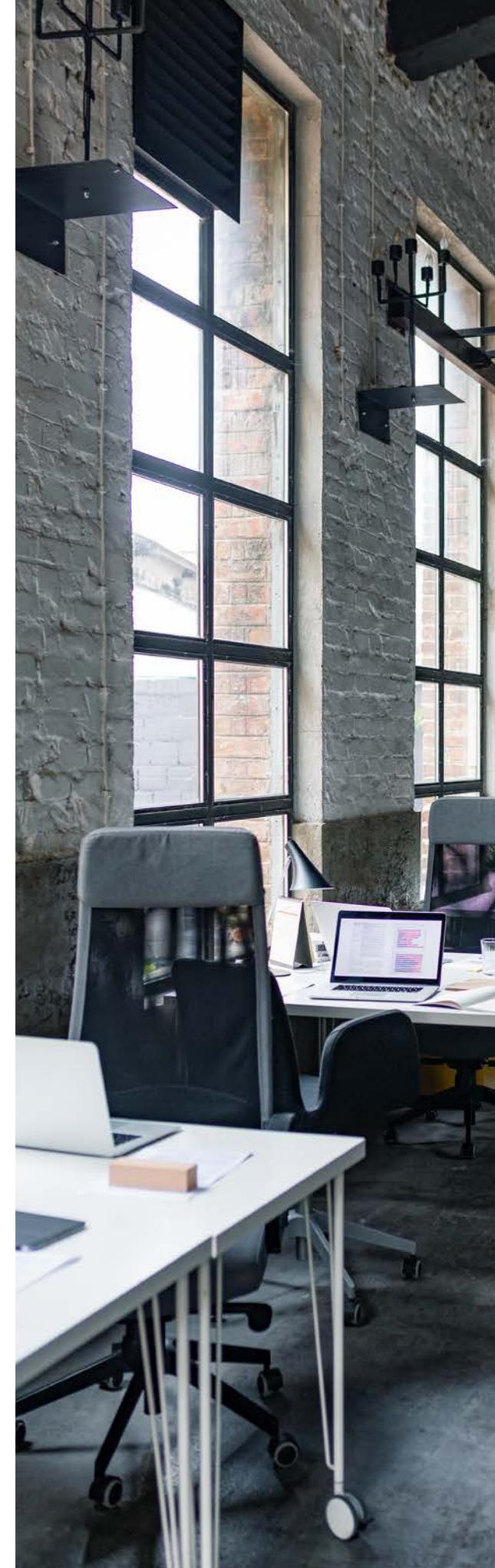
The Solution

A truly global provision.

In order to understand Servcorp's business goals, technical environment, deployment timelines and global challenges, the Natilik team kicked off the project with an interactive discovery workshop. It became clear that the priority was to tackle each stage country by country. All equipment purchases were consolidated and centralised out of Servcorp's Sydney HQ, and project timelines were drawn up. From this, the Natilik team were able to provide insight into the process of procuring equipment within challenging countries, leaving the Servcorp team with accurate shipment schedules that they could rely upon.

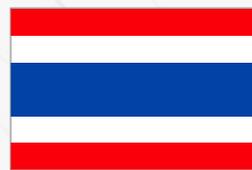
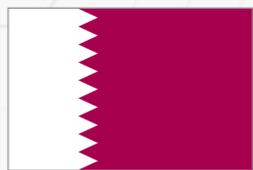
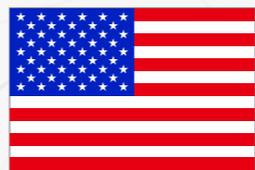
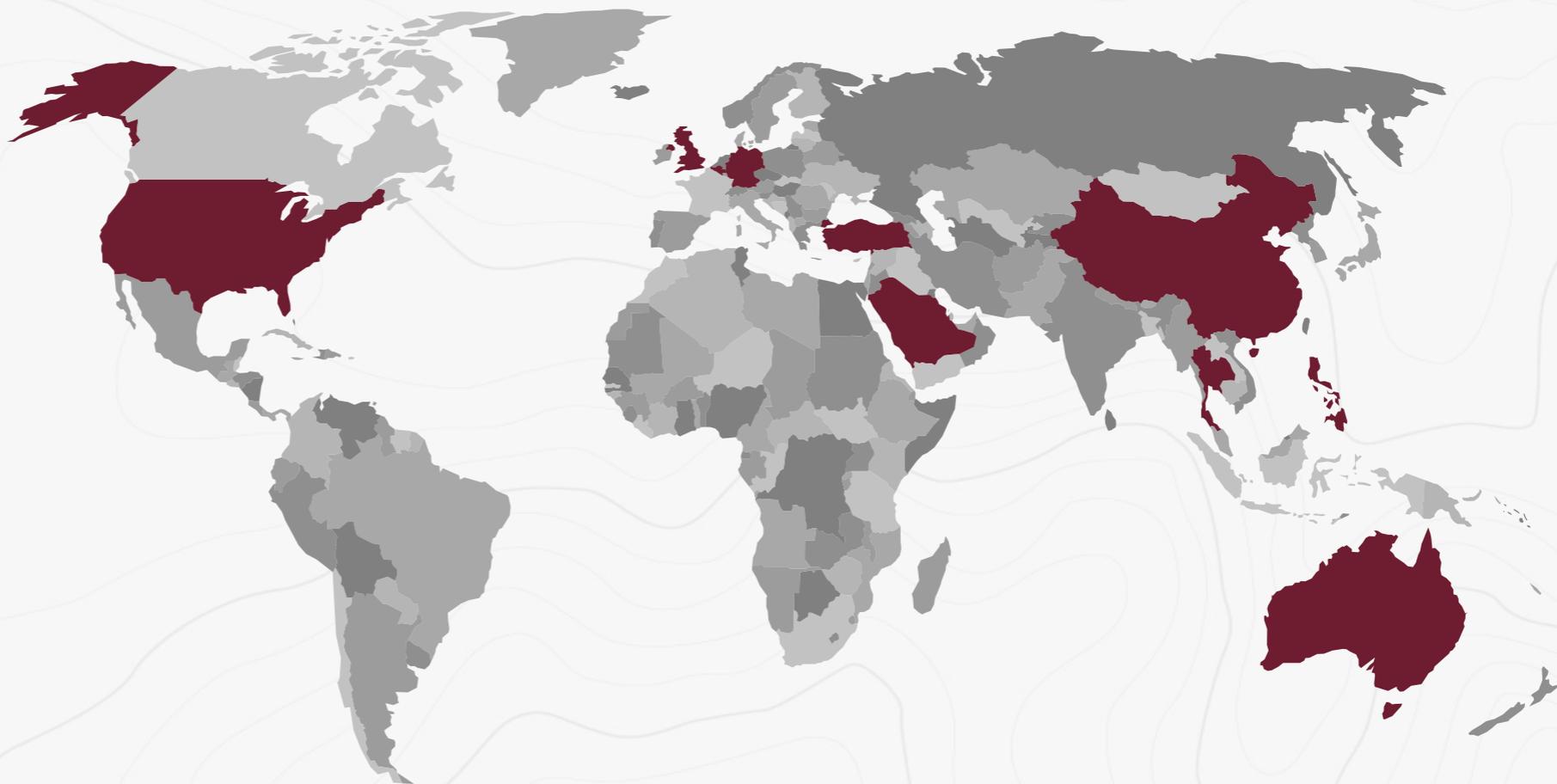
Natilik also made it possible for Servcorp to leverage the same discount it was currently receiving in Australia globally. Regardless of where the equipment was being procured from, or where it was being delivered to, Servcorp's discount remains the same.

Client Story: Servcorp





The countries in which Natilik has worked with Servcorp



The Outcome

Servcorp now has a solution in place with a partner who has its business outcomes at the forefront of every interaction, allowing their team to concentrate on offering their customers best of breed technology solutions and exceptional workspaces.

Natilik will continue to work with the Servcorp team to explore future developments and opportunities, all centred around allowing them to focus on their business, clients and people, not sourcing IT equipment.



Four key project outcomes



One single partner

One truly global partner, ensuring Servcorp have access to leading Cisco technology at the best possible price.



Centralised purchasing

Consolidated purchasing provides Servcorp with the advance visibility and predictability of project ETAs.



Cost savings

Decreased shipping and importation costs, coupled with one consistent global discount, means Servcorp are now able to reinvest any savings into other areas of the business.



Team efficiency

With a centralised procurement structure in place, the Servcorp team are now able to work more productively.

“After working with many partners across many countries, it is very difficult to find the right partner who isn’t just focused on the next transaction. With Natilik, our engagement is local, yet the context is global, as we are continually impressed by their ability and determination to support Servcorp deliver on its global initiatives and overcome the many challenges of being a multinational organisation.”

Daniel Kukucka, Servcorp, CTO



Begin your journey to transformation today

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