



Northampton Saints - VCIO

/ The Client

The Northampton Rugby Club, more commonly known as The Saints, is a multiple major title-winning rugby team and one of the oldest rugby clubs in the country.

The Saints is unique both for how it was founded and how it has remained close to its roots – literally and metaphorically – for over 130 years. Their many (friendly!) rivalries with opposing teams make for what many fans consider to be some of rugby's most exciting matches.



Our Partnership with the Northampton Saints is a fantastic opportunity with a prolific and respected organisation. It's the best kind of relationship; one in which the Saints' needs and opportunities are constantly growing, and in which our service offerings are always flexing and expanding."

Ryan Lightfoot
Client Manager - Mirus IT



/ The Challenge

How does a major rugby club overhaul its IT infrastructure with the rugby season in full swing and a new and strict Change Control Process being implemented? That's just one of the challenges both Mirus and the Northampton Saints Rugby Club faced when the club sought a major IT overhaul for their stadium.

Concerned that their existing IT solution and infrastructure was fast beginning to show its age, the Northampton Saints requested assistance from Mirus to develop a comprehensive and future-proofed IT strategy that was perfectly aligned to their business. This included replacing their on-premise hardware with a cloud-first solution, migrating their work onto Microsoft's Office 365 platform and updating their wireless, networking, servers and workstations.



/ The Solution

The Saints wanted more than just an update to their IT; they wanted more regular maintenance, faster support, and a more personalised approach to IT services. As a result, Mirus proposed a Virtual Chief Information Officer, or VCIO.

With a VCIO, The Saints benefits from a dedicated information officer who regularly logs, discusses and provides solutions for new and recurring IT issues. Though operating on behalf of Mirus, the VCIO is just as much a part of the Northampton Saints team; learning their business objectives, working to their strategy, and amending their IT infrastructure to befit their values and visions.

The VCIO's first step was to compile a risk log for the Northampton Saints, detailing the issues in the company's infrastructure and our proposed methods for resolution. The team spent a lot of time planning, reviewing and presenting, over several weeks and with several key members, before the comprehensive strategy was defined. The subsequent IT plan included tasks, renewal dates, backup processes and more; all to be reviewed monthly to ensure business visibility and planning foresight over a 3 month period.

Additional MIRUS services:

- ✓ Day-to-Day 24/7 IT Support
- ✓ Onsite Engineers
- ✓ 24/7 Service Desk
- ✓ Strategic IT Services
- ✓ Match Day Support
- ✓ Disaster Recovery Services
- ✓ Fully Managed Backup
- ✓ Ransomware Detection & Protections

MIRUS IT SOLUTIONS

Mirus IT is an award-winning IT services provider, with offices in Milton Keynes and Central London, working in partnership with businesses, charities, schools and colleges across the Midlands and the whole of the South East of England.

With Managed IT Services available on standard business hours, a 24/7 basis, and via on-site solutions, Mirus clients are fully supported for their business IT needs, including: Managed & Secure Print, Data Backup, Disaster Recovery, Cyber-Security, Telephony and Network Managing & Monitoring.

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With the plan in place, we were utilised to ensure that the strategy budgets were clearly defined. We first set our sights on networking stability for corporate and event purposes including wireless connectivity, which was put through its paces shortly afterwards, when the Saints hosted their first weekend concert for over 15,000 attendees for the Lionel Richie Tour. We implemented changes to the company’s servers and backup/business continuity, implementing a Datto Disaster Recovery solution.

Microsoft’s Office 365 platform replaced The Saints’ outdated hardware, helping them to launch their cloud-first strategy with a hybrid cloud model. This decision was made to provide an increase in uptime, resilience and enhanced Disaster Recovery plans as well as enabling staff to access their data from any location. The first phase of the 365 project was to migrate the email platform to Exchange Online. All end user devices were enrolled into Microsoft EM&S, and policies were created to enable MFA and secure access to the Saints’ cloud data. This data was made available only to devices enrolled and managed by the Saints. The second phase of 365 was to move all file data to SharePoint.



/ The Results

Since acquiring their own VCIO, regular IT reviews and solutions have seen the Northampton Saints significantly shorten their IT risk log, maintaining a stable IT infrastructure and rapid response times to any incidents.

Rather than worrying about the stability of their infrastructure, the Saints can now embrace technology as a core part of their business strategy.



18 months on from our first conversation with Mirus, I am delighted with the improvements that have been made to our IT infrastructure. The VCIO and client manager have made this journey painless for me; by assessing where we were and listening to where we wanted to get to, they were able to propose – and deliver - a step-change improvement. We are now able to embrace technology as a core part of our business strategy, and we look forward to continuing our journey with Mirus”



Julia Chapman
Finance and Operations Director - Northampton Saints



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