

A du Pré Case Study with:



Having spent the last four years implementing a global IT strategy, Bibby Financial Services (BFS) has been through a number of positive changes with its information management, software applications and IT infrastructure. The journey has resulted in large areas of improvement across the company, as Rashpal Kullar, Group IT Director, explained.

### Telephony & IT services

- ✓ International WAN
- ✓ Managed services agreement
- ✓ Security and VPN Services
- ✓ Internet connectivity
- ✓ Mobility services
- ✓ Voice services

### About BFS

Bibby Financial Services is the UK's largest independent invoice finance provider and operates in 13 countries globally providing cash flow funding to over 5,000 businesses.

### About Rashpal Kullar

Bibby Financial Services  
Group IT Director ('06 - present)

### Activision

European IT Director ('04 - '06)

### McDonald's Restaurants Ltd

Head of Development ('02 - '04)

### Starbucks Coffee Company

Head of IT ('98 - '02)

Rashpal Kullar, BFS's Group IT Director, explained the changes undertaken recently. "Four years ago, IT in the company was very different to now. The infrastructure had evolved over time and was in need of consistency.

"The previous system caused inefficiencies. For example, staff found that accessing email from other sites was not always possible and our CRM was managed through five disparate systems, each operating at different locations.

"We needed to make improvements to ensure the IT strategy would help take the company into the future."

BFS selected du Pré to manage the changes required to bring the IT infrastructure up to the same levels as the rest of the company.

Rashpal continued, "The transition period saw du Pré work closely with a BFS project team to ensure a common understanding of objectives and critical areas. For example, scalability and service guarantees were two of the key deliverables for us."

Staff at du Pré and BFS continued to work closely together, identifying

hurdles and seeking ways together for them all to be crossed.

Today, with the current changes fully embedded into the company, BFS is looking further into the future with other global changes.

"We're now experiencing growth globally in the business as we move into new markets, especially in the Far East.

"This means we're continuing to work closely with partners like du Pré to ensure secure and scalable systems can help deliver our company objectives."

Rashpal explained the importance of trusting an IT partner. "The IT resource in BFS is relatively small and so we need to work with companies that we can rely on and trust. du Pré is one of these.

"As du Pré offers a genuinely proactive and consultative service, I have complete confidence in them meeting our requirements.

"du Pré monitors our services and fixes issues before they occur. This is the kind of service we look for."



For further information,  
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[www.dupre.co.uk](http://www.dupre.co.uk)

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