



BCP rely heavily on their meeting rooms to function - AV maintenance truly matters

BC Partners (BCP) is a private equity firm specialising in buyouts and acquisitions financing in Europe and the United States. The firm invests across all industries. BC Partners was founded in 1986 and is based in London with additional offices in New York City; Paris; Milan and Hamburg.

We spoke to BC Partners (BCP) in the Finance Sector about the importance of support for their audio visual communications systems.

Stephen Grant, Global Infrastructure Manager at BC Partners, says *“we rely heavily on our meeting rooms to function. Downtime is more than an inconvenience; the financial impact could be significant.”*

The value of maintenance continuity: understanding and trusted advice

Stephen Grant adds, *“Our relationship with Carillion has grown over the years; we’ve come to view them as a trusted partner, even more so after we worked hard together to eliminate some persistent programming bugs, which proves that continuity has its benefits.*

Plus, the AV world changes rapidly. It’s impossible to maintain the required knowledge levels in-house, so we value the options and explanations that Carillion provides to us.”

Stephen Grant observes of Carillion’s capability, *“They are what I would call – oddly, perhaps – ‘adequately sized’. Carillion has enough staff working across consulting, project managers and support to anticipate and react to our requirements.*

Carillion is un-encumbered by complex processes and their service is personal and personalised.”

We’ve seen examples at our New York office where multiple suppliers mean that everyone has a different agenda and projects become chaotic. Carillion is very aware of how critical time is to us, so will coordinate construction activity to ensure smooth installation. You can’t expect wall construction to wait because screens aren’t in stock.

We have a direct relationship with Carillion that breeds understanding. It’s not like being a number with an inflexible global giant.

The Carillion difference

Dee Reed, MD, Carillion Communications, says, *“We work hard to meet all of our customers’ support needs. It’s good to know that we meet even the toughest SLAs for companies like BCP, for whom downtime could translate into the loss of revenue or reputation.”*

Getting the SLA right across a wide range of support types

BCP have service level agreements with Carillion Communications that include service desk and first line support, remote and on-site engineering support, and proactive checks and upgrades to ensure system are up to date.

Across the BCP estate the hardware delivered includes; StarLeaf video conferencing, Crestron control, signal switching and management, audio reinforcement with suitable speaker systems, enhanced audio pick up with varying Shure microphone solutions together with Barco Clickshare and NEC displays. The specific products are selected in accordance with the room size and type that the hardware is being deployed in to. The meeting rooms at BC Partners range from fully integrated boardroom systems through to 4-6 person huddle rooms.

Support and maintenance are strategic necessities

Stephen Grant explained that *“AV support is a strategic necessity for our company. It is important that our AV systems are efficient and effective. Downtime has consequences, for example when systems are being used in negotiations. Plus, investor confidence is important so we cannot risk technical glitches that might affect morale. Good AV supports the strength of our brand.”*

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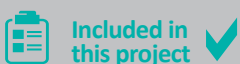


project services

Project:
Company wide AV support

Objective:
Reviewing the company wide audio visual installations and setting up a support process including service desk and first line support, remote and on-site engineering support, and proactive checks and upgrades to ensure system are up to date

Location:
UK and the US



- video collaboration
- AV solutions
- meeting room design
- digital signage
- integrated systems
- ✓ technical consultancy
- ✓ project management events
- AV hire
- ✓ maintenance/support