

## A CASE STUDY FOR:

# AJW GROUP

Flying high with the Power of Rackspace and Microsoft Office 365

### BUSINESS

AJW Group, a world leading specialist in the supply, exchange, repair and lease of commercial aircraft parts.

### CHALLENGES

Rapid growth. A desire to boost agility. A need to improve communication and integration both internally and with customers.

### SOLUTION

Rackspace Fanatical Support for Microsoft Office 365.

### OUTCOME

Boosted levels of automation, workflow and synergy between systems and applications for a more efficient and agile business.





AJW Group is a world leading specialist in the supply, exchange, repair and lease of commercial aircraft parts. Highly regarded for its dynamic approach, innovative ethos and responsive service, AJW Group supports more than 1,000 customers across 117 countries.

Growing exponentially year-on-year, the organisation has expanded from around 150 employees worldwide to nearly 700 in the last five years. Such rapid growth requires an agile business with strong communications both internally and with customers. AJW Group works with Rackspace to support their business as it attains new heights.

## IMPROVED COMMUNICATION AND EFFICIENCY

AJW Group competes effectively by offering an agile and dynamic approach, listening to customer needs and continually adapting their business in a fast-paced environment.

Already working with Rackspace, AJW Group values the change-management advice they receive within the IT area. With a line of sight firmly on embracing emerging technologies, AJW Group and Rackspace work together to futureproof the IT requirements of the business. They identified Microsoft Office 365 as an opportunity for greater integration and efficiency, enabling them to further improve communications, both internally and with customers.

Liam O'Reilly, Head of IT and Data Security at AJW Group explains: "As a business we rely on global communication 24x7x365. In our industry that can mean the difference between an aircraft taking off or being grounded. Having reviewed the options with

Rackspace we identified Microsoft Office 365 as the best solution to boost levels of automation, workflow and synergy between our systems and applications, as well as drive efficiency and make our business more collaborative and accessible."

He continues: "Rackspace helped us realise the potential of integrating Microsoft Office 365. They understood our requirements and assisted us through the migration and deployment process, advising on the best way to configure the tools at our disposal. They made it painless and easy, meeting all of our KPI and SLA requirements. They allowed us to get on with our business-critical projects."

As a Gold Certified Microsoft Partner, Rackspace provided specialist experience, supporting the AJW Group team to optimise the performance of their Office 365 suite, including Exchange, Sharepoint and Skype. Not only did this reduce the migration burden but with a managed service level, AJW Group had instant access to on-going 24x7x365 support, guidance and troubleshooting advice, as well as intensive day-to-day management of their productivity.

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**LIAM O'REILLY** :: Head of IT and Data Security, AJW Group

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## FLYING HIGH

AJW Group has achieved optimum efficiency and profitability whilst keeping its customers at the very core of the business.

Liam concludes: "This has been a great experience. The combined strength of Microsoft Office 365 and Rackspace hosting means we have a strong platform from which to continue innovating and expanding our business. We are already looking to the future, including incorporating Microsoft Azure packages and Enterprise Office Agreements. The support we get from Rackspace means we get the best out of the solutions we choose, without the headache of managing them ourselves – good for us and good for our customers, as we can remain focused on the business-critical tasks that are so essential to our combined success."

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**LIAM O'REILLY** :: Head of IT and Data Security, AJW Group

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## ABOUT RACKSPACE

Rackspace (NYSE: RAX), **the #1 managed cloud company**, helps businesses tap the power of cloud computing without the challenge and expense of managing complex IT infrastructure and application platforms on their own. Rackspace engineers deliver specialised expertise on top of leading technologies developed by OpenStack®, Microsoft®, VMware® and others, through a results-obsessed service known as **Fanatical Support®**.

Learn more at [www.rackspace.co.uk](http://www.rackspace.co.uk)

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