

# Providing the trust, service and performance to underpin business growth



## The customer:

### A global B2B information business

Euromoney is a global, multi-brand information business which provides critical data, price reporting, insight, analysis and events to financial services, commodities, telecoms and legal markets. The company's headquarters are in London, with main offices in New York, Montreal, Hong Kong and more than 20 other offices around the world.

## The challenge:

### Providing reliability for business-critical services

Euromoney has been progressively developing and building on its B2B information strategy over recent years, and is now heavily focused on providing solution-centric offerings that can be embedded in its customers' workflows. A restructure of Euromoney's business divisions offered an opportunity to change the company's approach to technology, and align IT operations better with the new business strategy and structure. This restructure was a major contributor in delivering financial and organisational growth.

Instead of the previous model where all IT services and product development were organised from the centre, each division has taken ownership for its product development strategy. Most divisions having appointed a CTO with a mandate to drive towards the delivery of solution-centric products for their respective areas of the business. **(Cont'd.)**

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— Andrew Pieri,  
Group CIO,  
Euromoney

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## The challenge:

### Providing reliability for business-critical services (Cont'd.)

Each division is now able to focus on developing new customer-facing products, services and features, but the central technology function is responsible for more internally-focused, 'always-on' core IT services (such as email, collaboration tools and back-office applications). This level of 'always on' reliability supports Euromoney's digital workplace initiative (working anywhere at any time) maximising employee productivity, while also ensuring that valuable IT resources are able to spend their time more effectively.

While a number of IT services have shifted to the cloud, Euromoney retains a small but critical on-premise footprint, which demands 'always-on' availability and 24/7 support. As a result, Euromoney needed to find a supplier that could provide the service level, stability and resilience to support these business-critical services.

## The solution:

### Private cloud compute and flash-based storage

Euromoney has had a strategic relationship with Lumen since 2011 and this played a large part in the company's choice of supplier, as Andrew Pieri, Group CIO, Euromoney, recalls: "At the end of 2018 we renewed our agreement with Lumen for a further three years, to support our core enterprise infrastructure and the systems that we provide to the wider Euromoney organisation.

"One of the facets of the renewal, and the reason we were happy to continue working with Lumen, is the reputation it has in terms of providing this type of capability. Our past experience of Lumen's reliability has been generally very positive and the teams have worked well together."

Lumen is providing Euromoney with a private cloud solution, with HPE compute (GEN10) and flash storage (3PAR) capabilities to support the critical services used across all the company's business divisions.

This offers Euromoney a greater range of features, such as encryption and improved data analytics. Compared to traditional storage, it also provides greater optimisation and utilisation, and offers a solid platform to accommodate future changes in the business.

## The benefits:

### Underpinning business growth

#### Critical performance to enable innovation

"Many of the systems that we're hosting with Lumen are instrumental to Euromoney's business at a fundamental level - they're critical core infrastructure services that enable everyone at Euromoney to do their jobs," says Andrew. "For that we need stability and performance, and both the infrastructure and our relationship with Lumen are significant parts in delivering those robust and reliable services."

"That reliability allows the CTOs in our business teams to concentrate on developing customer-facing products, solutions and services to grow the business, rather than worrying about corporate IT services."

#### Setting the bar for quality and support

The service and support that Lumen provides is founded on a customer-focused methodology that aims to increase and maintain engagement and customer satisfaction. It uses collaborative task management tools that can be shared with the customer to increase their visibility of issues and work in progress.

"Lumen's service and support has been very good, and that's definitely a contributing factor in the decision to extend our partnership," says Andrew. "I regard Lumen as a very reputable, professional, capable organisation which sets the bar for the quality standards that organisations like Euromoney expect."