



Providing the trust, service and performance to underpin business growth

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 organizational growth. Instead of the previous model where all IT services and product development were organized from the center, each division has taken ownership for its product development strategy. Most divisions appointed a CTO with a mandate to drive towards the delivery of solution-centric products for their respective areas of the business.

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), maximizing employee productivity while also ensuring that valuable IT resources are able to spend their time more effectively.

EUROMONEY

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.

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.

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- Andrew Pieri, Group CIO, Euromoney

Solution

Private cloud compute and flash-based storage

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

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

CenturyLink 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 optimization and utilization, and offers a solid platform to accommodate future changes in the business.

Benefits

Critical performance to enable innovation

"Many of the systems that we're hosting with CenturyLink 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," Pieri said. "For that, we need stability and performance, and both the infrastructure and our relationship with CenturyLink are significant parts in delivering those robust and reliable services." He said that reliability allows the CTOs in Euromoney's 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 CenturyLink provides is founded on a customer-focused methodology that aims to increase and maintain engagement and customer satisfaction. We use collaborative task management tools that can be shared with our customers to increase their visibility of issues and work in progress. "CenturyLink's service and support has been very good, and that's definitely a contributing factor in the decision to extend our partnership," Pieri said. "I regard CenturyLink as a very reputable, professional, capable organization which sets the bar for the quality standards that organizations like Euromoney expect."