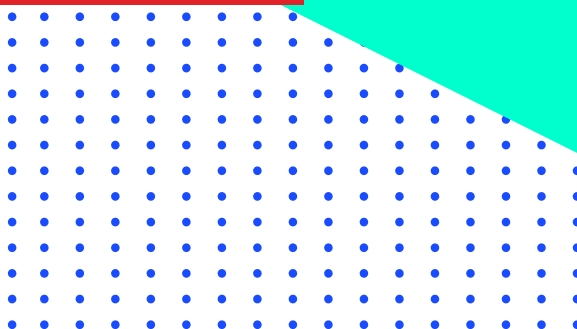
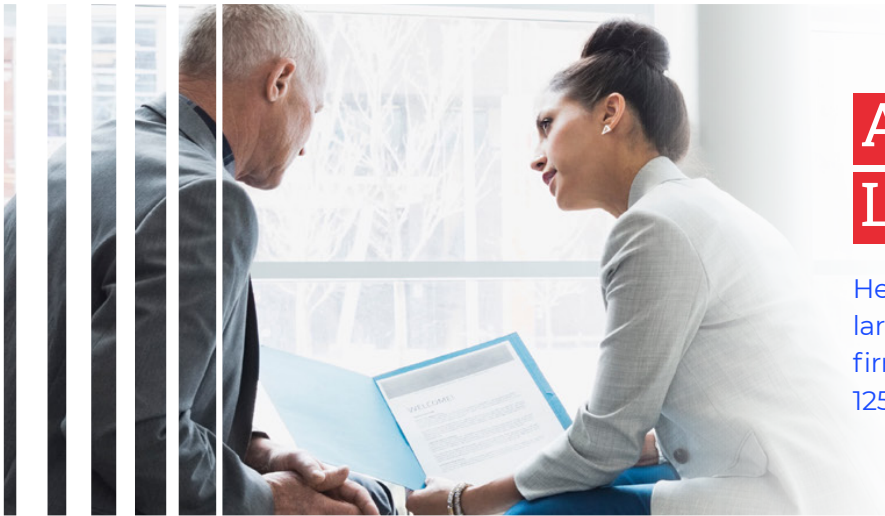


Lockton

Companies

Case Study





About Lockton Companies

Headquartered in Missouri, Lockton is world's largest privately owned insurance brokerage firm with 8,000 staff spread across 125 countries.

Challenge

In the process of Lockton's multi-phased digital transformation, the company was in need of a fast-paced partner with deployment accuracy, capable of ably supporting IT projects across Asia.

Logicalis' Strength

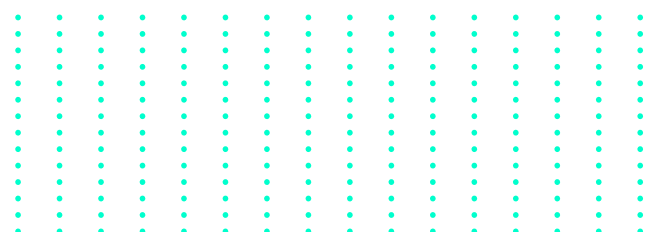
As a one-stop digital solutions backed by dedicated customer service, Logicalis' quick turnaround and expertise in digital solution deployment increased productivity for Lockton. In addition, Logicalis' global presence enabled seamless cross-team deployment in other parts of the world.

Benefits

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"Logicalis saves us plenty of time and resources looking for other solution providers – whose solutions might not integrate well. The network integrates well among different geographical locations while performs excellently in local office. We have access to the latest technology and refreshes, adding a layer of connectivity to our existing MPLS network."
.....

August Chan

Regional SVP, Head of Information Technology – Asia Pacific
Lockton Companies (Hong Kong) Ltd.





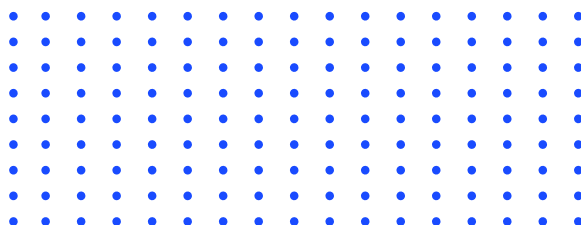
Lockton's Digital Transformation continues apace with greater productivity.

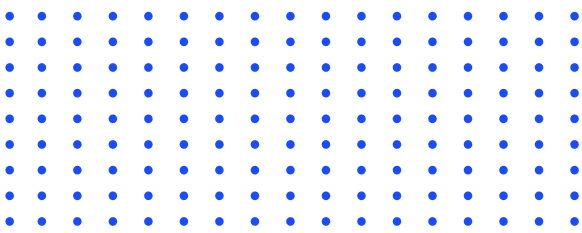
Logicalis' bespoke trans-border IT solutions with unrivalled customer service and support to be the game changer

World's Largest Privately Owned Insurance Broker

Headquartered in Kansas City, Missouri, Lockton Companies Inc. is the world's largest privately held insurance brokerage firm with over 8,000 associates who serve clients in more than 100 locations across 125 countries. Since its inception in 1966, Lockton has served a wide array of industries by providing them with professional consulting service and risk management solutions. The group's global revenue surpassed USD 1.88 billion in 2020.

Lockton strived to be the worldwide value and service provider in insurance brokerage, employee benefits, and risk management. That grand vision requires digital transformation to unlock its potentials. The journey began with finding a perfect IT partner that met Lockton's overall operational needs and goals. The challenge was not insurmountable but it took significant effort to overcome.





The Right Match

Logicalis' strengths in its international presence and the ability to future proof its customer via digital transformation adequately aligned with Lockton's visions.



"We needed a fast-paced partner to grow with us in the digital transformation journey. We are confident that Logicalis is and will continue to be that partner."



August Chan

Regional SVP, Head of Information Technology – Asia Pacific
Lockton Companies (Hong Kong) Ltd.

Logicalis started off with one-off projects with Lockton Hong Kong and quickly became a trusted digital enabler for the insurance leader. Logicalis' one-stop capabilities, including pre-sales, sales, project management and technical support, unleashed Lockton's digital transformation in terms of next-generation storage, network visibility, data centre, security and collaborative solutions. Lockton has become an agile, versatile company primed for further growth.

What resulted was measurable, improved operational efficiency and significant cost savings. With everything well prepared, Lockton's transformation journey was truly under way.

Digital Journey

To enable ongoing digital transformation, Logicalis Hong Kong took a holistic approach which was backed by thorough proposals and design plans in response to Lockton's intention to revamp server and storage, deploy network access control, and more importantly, birth an agile, versatile company that was future proof.

In the wake of COVID-19, Logicalis proposed and successfully implemented, within tight schedule, collaborative solutions as a significant component of Lockton's business continuity plan. The smart online solution has made Lockton more robust in business engagement and resilient to changes by minimising disruptions. This was integral to maintaining productivity.

Lockton's digital journey has been progressing from storage, network, collaborative solutions and eventually to cloud. Several of the implementations were carried out in overseas locations in a sustained manner with ongoing services, evidencing highly customised and regional support. Not least, Logicalis' expert services helped to accelerate the digital transformation.

While the technical factor has made Logicalis stand out as Architects of Change™, the human touch together with the fulfilling customer experience also played a huge role.

Highly Satisfied Customer

Logicalis' meeting with Lockton's Hong Kong office alongside its Asia IT Team in the initial phase marked the beginning of an active and unseamed collaboration. During the deployment stage, Logicalis' technical team input its technical knowledge to bridge the knowledge gap between Lockton headquarters' solution and its local team. Logicalis had completed the SD-WAN deployment in Hong Kong, and would soon arrange the deployment in Singapore and progressively roll out to other offices.

This project demonstrated Logicalis' core strength: bespoke IT solutions with unrivalled customer service. That encompassed international presence, meaning customers were supported by a dedicated Logicalis team no matter where they were, which helped with growth and expansion plans. Lockton was pleased with every aspect of service in the pipeline from sales manager, pre-sales, technical and project management teams, to post-sales support.



About Logicalis

Logicalis is an international solutions provider of digital services currently accelerating the digital transformation of its 10,000 customers around the world.

Through a globally connected network of specialist hubs, sector-leading experts (in education, financial services, government, healthcare, manufacturing, professional services, retail and telecommunications) and strategic partnerships (including Cisco, Microsoft, HPE, IBM, NetApp, Oracle, ServiceNow, and VMware), Logicalis has more than 6,500 employees focused on understanding customer priorities and enhancing their experience.

As Architects of Change™, Logicalis' focus is to design, support, and execute customers' digital transformation by bringing together their vision with its technological expertise and industry insights. The company, through its deep knowledge in key IT industry drivers such as Security, Cloud, Data Management and IoT, can address customer priorities such as revenue and business growth, operational efficiency, innovation, risk and compliance, data governance and sustainability.

The Logicalis Group has annualised revenues of \$1.7 billion, from operations in Europe, North America, Latin America, Asia Pacific, and Africa. It is a division of Datatec Limited, listed on the Johannesburg Stock Exchange, with revenues of over \$4.3 billion.



What we can do for your organisation?

Contact Logicalis to learn how we can help.

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