



● Trusted partnership delivers first-rate support ●

Wacoal Europe is committed to investing in the future of the business and to harnessing technology to continue to streamline processes and ensure their reliability. IT is at the forefront of this investment and it was important for Wacoal Europe to establish a trusted outsourced partnership with a single company, negating the need for the IT team to deal with multiple specialist suppliers.

Bill Phelan, Head of Group IT for Wacoal Europe, explains, "To do business effectively on a global scale, we needed to streamline the management of our entire IT estate. We realised the huge benefits that we would reap by outsourcing much of this, but most importantly we wanted to ensure that whoever we chose would become a trusted extension of our in-house team."

"We also wanted to benefit from the economies of scale of working with one supplier that could deliver the full remit of our IT needs. The team and I now only need to deal with two people – our service and account managers – to sort out a raft of IT issues. If we'd gone the multiple company route, most of our time would be spent managing them, rather than working on the future direction of our IT strategy."

How We Help

Client

Wacoal Europe is a manufacturer of well known high street lingerie and swimwear brands.

Challenge

Effectively support multiple offices and high-street stores, keep new store installation costs to a minimum and create a robust infrastructure to host Wacoal Europe's premium brand and ecommerce websites

Solution

Daisy delivered a complete IT managed, disaster recovery and hosting service to support all key areas of Wacoal Europe's business as if it were an extension of the in-house IT team.

Benefits

- Significant economies of scale realised by working with one supplier
- Fast and effective IT problem resolution for both stores and offices
- Fixed price approach for predictable costs management
- Peace of mind to maintain 'business as usual' should disaster strike
- Scalable and resilient ecommerce hosting solution to meet increased traffic demands



daisy.



“The quality of the people we worked with and the service they supplied soon gave us the confidence to work on other IT projects with Daisy. They quickly became accepted as part of our own IT team as we realised that for them getting the job done right was the most important thing. I always know that they will manage something well and the relationship we have is great.”

Bill Phelan – Head of Group IT, Wacoal Europe

Initially Daisy supplied a break-fix service for Wacoal Europe’s headquarters, London sales office, Kettering warehouse and seven Leia Lingerie high street stores. User problems would be escalated to Daisy by the internal IT team so that an engineer could resolve them within an agreed time frame.

Wacoal Europe is deploying a global ERP system for effective supply chain control. This ensures efficient stock management so that the right lines in the correct size are available for customers. Daisy designed the infrastructure for the roll out of the Citrix network that allows remote sites to access the system. New store IT delivery is also outsourced to Daisy, which has designed a cabling template for standard implementation of communications and computing networks. This template approach means that installation can be completed quickly to minimise time to market for new store openings. It also means that cost for IT implementations is fixed, which allows Wacoal Europe to forecast more effectively.

Phelan says: “As well as fixed costs for store deployment, we have also agreed the same approach when it comes to consultancy, which means getting it right always takes priority over agonising about costs. As we have every confidence in Daisy to deliver on their promises, we don’t need to get multiple quotes from other suppliers for new work. It’s been a huge benefit to how we manage our business as the quality of service is never compromised by cost.”

Wacoal Europe also relies on Daisy to provide its disaster recovery service. This includes Work Area Recovery to relocate some key staff should disaster strike; Emergency Office, where staff can use their home PCs to connect to a virtual desktop environment and continue working; Ship-to-Site which would deliver replacement systems to Wacoal Europe’s computer room and provide on-site technical support; and Mobile IT Recovery which, should the IT infrastructure fail, will provide the Wacoal Europe IT team with a replica system and mobile office from which to work.

The Internet is also becoming a more significant route to market for the Wacoal Europe brands. When Wacoal Europe decided to completely redesign its individual brand websites, Daisy was asked to host them. This included building a dedicated infrastructure to support Wacoal Europe’s commercial expansion online with the launch of its new Leia Lingerie ecommerce site for the UK market. Daisy now delivers a fully outsourced and managed hosting service from its Birstall office.



Phelan continues: "Rather than set this all up ourselves, we decided to work with what was by now a very trusted partner. Daisy has the total expertise and their smooth project management made the entire process a low headache one for the Wacoal Europe IT team! We now have a system that can scale to meet the anticipated growth in demand as more customers buy online. We have complete trust in these guys to ensure that our premium brand presence and ecommerce services are up and running 24/7, 365 days per year."

"Daisy has done an excellent job for us. They have invested time to get to know our business, its drivers and all of the people in it. They have helped us create a true partnership and our decision to outsource is working extremely well," concluded Phelan.

About Wacoal Europe

Wacoal Europe is a manufacturer of well known, fashion conscious lingerie and swimwear brands including Fantasie, Freya, Huit, Elomi and Goddess. In 2013 the B.tempt'd brands were added to this impressive portfolio. Wacoal Europe's products are stocked in over 5,000 national, independent and online stores in more than 40 countries, and it employs 500 people worldwide.

We would love to tell your story to our 40,000 monthly website visitors.

If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at pressoffice@daisygroup.com with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business' website.

