



## Tuxedo Money Solutions improves business processes with the help of MSM Software

February 2010 – Tuxedo Money Solutions (Tuxedo) is improving the efficiencies of its IT department and customer support operation, after outsourcing over 50 per cent of its IT function to MSM Software.

MSM Software, which has traditionally specialised in application design and management, has extended its relationship with Tuxedo, following the successful design and support of its bespoke online banking platform. MSM will now be acting as an extension of Tuxedo's IT team: offering first line support to corporate customers, second line support to call centres, troubleshooting and co-ordination of all other tech suppliers to ensure more efficient and cost effective processes.

David Monty, IT and Operations Director at Tuxedo comments, "We have been working with MSM for four years and have always been impressed with the company's commitment to our organisation. The team at MSM are highly skilled IT professionals, with a deep understanding of our unique needs so, after reviewing existing infrastructure and processes relating to our IT management, it felt like a natural progression to ask MSM to work with us on a larger scale.

"Outsourcing business functions to specialists has always been part of our business model and, at a time when Tuxedo is growing so rapidly, we didn't want to waste time by inviting other companies to tender, when we knew MSM was the best the market had to offer. With MSM's expertise and proven track record, I'm confident that we will see a tangible return on our investment."

Following a successful few months working with Tuxedo, MSM Software will be offering this extended service to other customers. MSM's Business Process Outsourcing (BPO) service has been designed to add value to an organisation's IT service management structure, whilst reducing risk and cost implications.

Thomas Coles, managing director of MSM Software, explains, "With many organisations focusing on core business issues to remain competitive in a challenging climate, IT operations often take a back seat. Yet a proficient IT service management structure is an underlying business critical requirement - and one which many organisations struggle to maintain in-house, without the expertise or man-power available.

"Our BPO service offers an alternative to businesses that recognise the importance of a well-oiled IT service management structure but lack the resources to sustain an in-house function. We're looking forward to working with both existing and new customers to help them see a genuine return on investment, from handing over the reins to the specialists."

The BPO offering, which can range from content management of an extranet right through to full IT department function, will form the first step of a change programme, where all processes will be



reviewed, documented and streamlined to improve cost efficiencies and reduce risk. In addition, staff and assets may be transferred, with new and broader career paths created for employees, which will add value to the overall operation of the IT function.

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#### **About MSM Software**

Established in 1998, MSM has since expanded its reach across England and more recently Ireland, with offices in London, Bristol, Exeter and Dublin. The philosophy of the company is to provide quality individual business solutions through bespoke software and database development, in order to forge long-term strategic partnerships with its clients.

All MSM staff are permanently employed in the UK and are graduates with more than five years commercial experience. They are qualified as, or working towards, Microsoft Certified Professional Developer or better. Each member of staff is checked by the Criminal Records Bureau which allows MSM to work on sensitive matters.

MSM believes in investing in its team and its training budgets are double the industry average. MSM achieves the highest standards by applying its quality management system (QMS), Quality Solved, to all projects. In addition to careful specification, high quality development and rigorous testing, MSM aims for the highest possible quality in its dealings. The MSM policy is to only take on orders that it can deliver using available resources to ensure maximum commitment to projects and to meet its guarantee to deliver to agreed deadlines.

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