



• CO-MANAGED IT CUSTOMER STORY

# Co-Managed IT: Specialist Depth Without The Headcount.

Craig Wragg, Group IT Director - IDSL Group

Co-managed IT

Bespoke App Dev

423 Staff · 3 Sites



CLIENT PROFILE

# IDSL Group



423

GROUP STAFF ACROSS 3 SITES

200

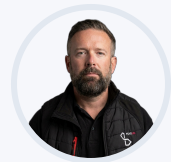
IT SUPPORT TICKETS PER WEEK

THE STORY IN FOUR LINES

- CHALLENGE** Lean in-house team couldn't cover cyber, networking and a £3m paper-tracked stock floor.
- SOLUTION** Co-managed with Urban for tier 3/4 + cyber, plus a bespoke Android app into Pegasus.
- RESULT** 20% capacity back. 4-5 days a month saved on stock. Board reports in a click.
- VERDICT** Nine out of ten. Craig recommends Urban unprompted at industry seminars.

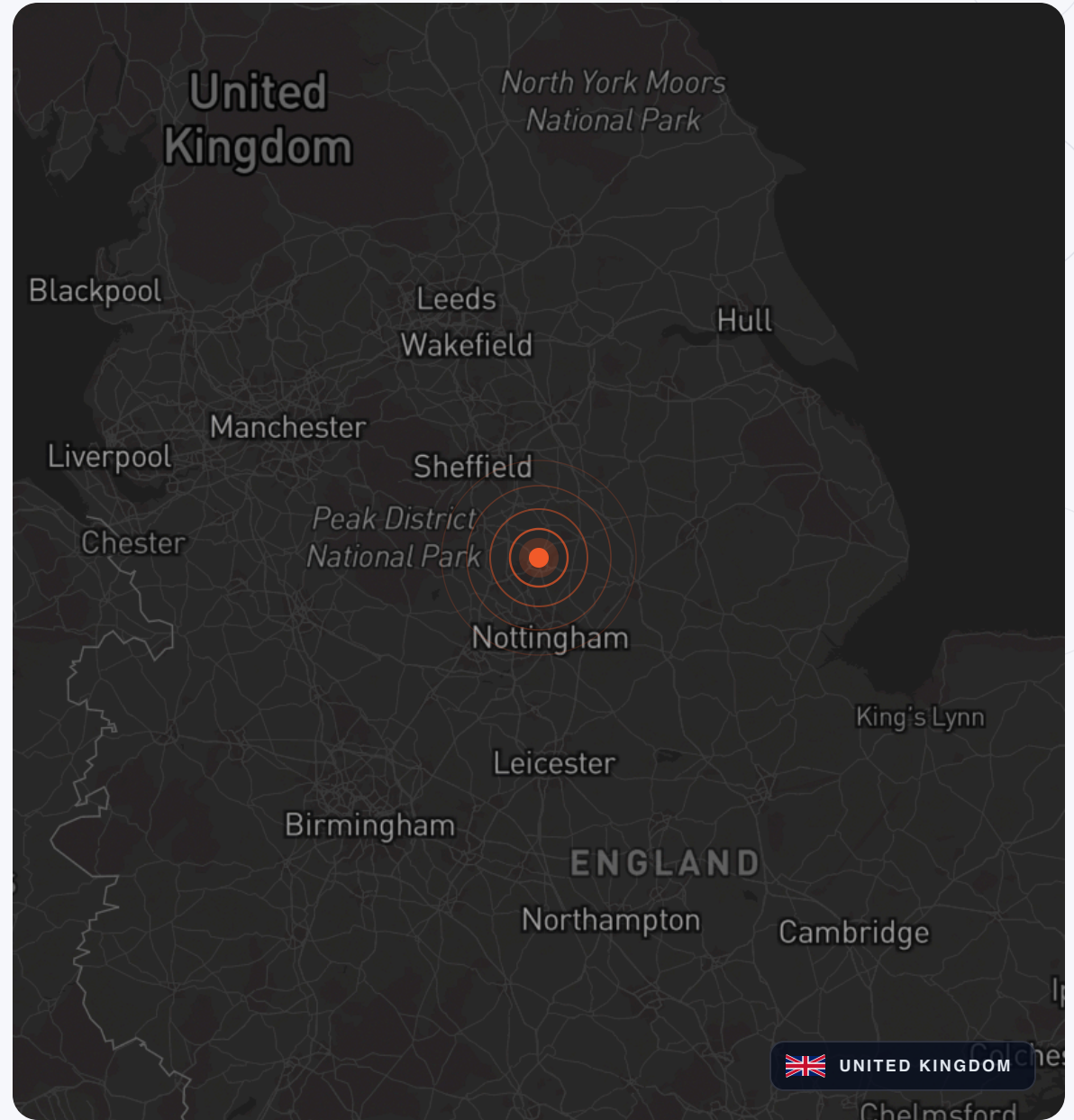
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## Craig Wragg

Group IT Director, IDSL Group  
Mansfield, Nottinghamshire



# Where Craig's team hit the ceiling

*"We don't have the skill set and capacity."*

CRAIG WRAGG, ON THE CYBER AND NETWORKING GAP

01

## **Servers. Networks. Virtualisation.**

Most lean in-house IT teams hit the same ceiling around 400 staff: they've spent years building deep knowledge of a bespoke ERP, but server virtualisation, IT-OT segmentation, and the cyber posture all live on a different bench. Craig's team was no different. They knew the Opera 3 Pegasus stack better than anyone in the building, but anything outside it was a different skill set entirely. "Those were the sort of skill sets that my team didn't have."

02

## **Cyber Is A Posture, Not A Project.**

Cyber isn't a one-off implementation, it's a posture. And while a lean IT team can hold the line on the day job, they can't squeeze a continuous posture in around 200 tickets a week. "We didn't really have the time and the capacity to focus on that."

### **AND THEN THERE WAS THE STOCK PROBLEM**

*"Our average stock was up to the three million sort of pound mark." The Opera 3 SQL migration had killed the original stock-take module, so IDSL was tracking £3 million of stock value on paper. The next page is what Urban did about it.*

# From paper to real-time SQL, in one bespoke build



## PAPER, PEGASUS, £3M STOCK

*“Several people on the shop floor writing the information down on pieces of paper, then having to go back into the offices to import that data onto the Pegasus system.”*

When the Opera 3 SQL upgrade killed the original stock-take module, IDSL was left running £3 million of stock value on paper. Clipboards on the shop floor, manual re-keying back in the office, and the inevitable mix of over-ordering and stockouts that follows when finance can't see what's actually on the floor in real time.



## REAL-TIME SQL, BESPOKE TO PEGASUS

*“The system that Urban has created for us gives us real-time stock control. It's an Android app that talks into the backend SQL of our Opera Pegasus system.”*

The fix wasn't a generic stock package bolted on top. Urban's dev team wrote an Android app from scratch, talking straight into the Opera 3 Pegasus SQL backend, posting job costings and stock reductions to IDSL's exact workflow in real time. The kind of build that depends on actually knowing the customer's stack, not just licensing against it.



## THE STRESS WENT AWAY

*“The stress, the anguish that we used to have from the errors, the reporting and everything else like that, it went away. We had a month or two of just absolute bliss.”*

The arithmetic: four to five days a month back across procurement and the shop floor, real-time stock visibility replacing the paper round, and finance finally getting a live view of what's sitting on it. IT directors don't usually describe ERP work as 'bliss'. Craig did.

# Co-managed isn't a confession.

Most in-house IT leaders treat the move to co-managed as an admission. Craig's reframe is the one peer IT directors should borrow: it's not about what your team can't do, it's about what your team is genuinely best placed to do. The bespoke Pegasus stack stays in-house. Everything else moves to the bench that already specialises in it.

Operationally, the split is straightforward. Craig's team keeps the day-to-day end-user support and the Pegasus customisation. Urban take the tier 3 and tier 4 escalations, the networking, the server upgrades, the continuous cyber posture. Each side does what they do best.

## Tier 3/4

WHERE URBAN PICKS UP. IN-HOUSE KEEPS THE BESPOKE STACK.

### HOW CRAIG FRAMES IT

*"It's not kind of admitting defeat that we're not good enough. It's just utilizing the strengths of what I've got at hand at the minute."*

CRAIG WRAGG, ON THE CO-MANAGED DECISION

"My guys could just focus on the day-to-day support of the end users, where Urban can then focus on the more severe tier 3, tier 4 sort of network issues, server issues..."

## THE RESULTS

TIME BACK

# 20%

Two to three hours a day back for Craig and his in-house team. Tasks Urban now monitors and runs that used to land in-house.

### Click

BOARD QUESTIONS ANSWERED, NOT DUG FOR

### 4-5 Days

PER MONTH SAVED ON STOCK-TAKE ALONE

## 20% back, and the board reports in a click of a button

This isn't a vendor stat. Craig worked the 20% out himself, live on the call, by listing what his team no longer touches: servers, networking, cyber monitoring, all of it Urban now. The board pack landed second, and questions that used to take digging through tickets now answer in a click of a button.

	BEFORE	AFTER
<b>Stock control</b>	Paper sheets, manual Pegasus re-keying, £3m floor with no live view	Android app posting straight into Pegasus SQL in real time
<b>Cyber posture</b>	Lean in-house team, no time for continuous monitoring or end-user training	Urban runs the continuous posture, monitoring and end-user training
<b>Tier 3/4 work</b>	Servers, networking, virtualisation squeezed around 200 tickets a week	Urban owns tier 3/4; in-house team stays focused on the Pegasus stack
<b>Board reporting</b>	Manual digging through tickets for SLA and ticket counts	Click of a button: SLA, ticket volumes, monthly views

*"The reliance on Urban doing those additional tasks for us and monitoring - it's saved us across the group."*

CRAIG WRAGG



## Why rebuild what was already there?

- ▶ **The skill set was already there.** Craig didn't need to build a cyber bench. Urban already had one. The arithmetic on hiring never made sense once the alternative was the team already sitting in place. "The skill set is already there and embedded into the urban network team."
- ▶ **Continuity of senior people.** The same humans Craig worked with on day one are still on the account three years in. Most MSP relationships erode because the named people churn behind the SLA. Urban's hasn't. "It gave me a massive confidence. And since then, with Perry, with Brendan and everyone else, the confidence has just grown."
- ▶ **Structure, not single points of failure.** A bigger bench means Craig isn't depending on one or two named people anymore. He's depending on structure. The kind of redundancy a lean in-house IT team can't build itself. "We got a little bit more rigidity and a bit more structure around the service."

## CRAIG'S MESSAGE TO PEER IT DIRECTORS



*“I have recommended Urban several times due to the fact that it made my life infinitely better. I’ll probably score them nine out of 10. I don’t like ever giving people 10. There’s always room for improvement, but they are up there with the best for me.”*

Craig Wragg, Group IT Director - IDSL Group

## WHAT HE TELLS PEERS AT SEMINARS

*“I go on quite a lot of seminars. I’ve talked to several IT managers recently down in London about our MSP, because we always get together and start nattering about the issues we have on a day-to-day basis. I have recommended Urban several times.”*

urban.



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