# TAKING ROXEL INTO THE FUTURE

**Founded in 2003 and based in the UK and France; Roxel designs, develops, manufactures and sells solid propulsion systems and related equipment for all types of rockets and tactical and cruise missiles for air, sea and ground forces. Once part of BAE Systems, Roxel were the workforce behind building mortars and bullets for the UK in World War II.**

Roxel is the European leader, owning 60% of the market in tactical propulsion systems and the third largest in the world. They have been working in partnership with Timico since 2006, having come across as part of an acquisition into the Timico Group.

## The Situation

When Roxel originally contracted management of their infrastructure, it included less than 20 physical servers with local storage. At the time, Roxel also self-managed approximately 150 desktops supported by employees in-house, some of who have worked for the company for 20+ years.

The solution worked for a while, but it was clear it was not sustainable for periods of growth. Moves, adds and changed on a desk support level were heavily restricted, with every change being chargeable at either a 'per transaction' level or formed into a larger project; being neither cost effective nor the best use of employee time. Roxel needed a company that was flexible, dynamic and understood their needs, putting them at the forefront.

## The Solution

Timico created a solution that would take Roxel into the future; a contract that allowed them to have a more flexible way of managing their desktop estate and infrastructure. No longer did they have spiralling costs to do the simplest of changes, instead they have flexibility and a hold on their spend. This now means they have the budget to invest in the technology of the future and the ability to concentrate on developing their IT estate.

The partnership with Timico has enabled Roxel to have open and honest dialogue, mainly driven by the strong relationship with the account and service teams that has developed over a number of years. The Timico teams understand exactly how Roxel works, what their needs are, and where they want to go in the future.

# timico®
## A SUCCESS STORY

## Roxel
### Propulsion systems

## The Risks

Moving to a new provider is never an easy task. However, it's made easier by knowing that the new way of working is going to ultimately improve the future of your IT. To Roxel, getting value and consuming more for less, was pivotal. There is often a risk of being left with the same constraints as before, but thankfully, the move to Timico was a success, removing barriers and paving the way for a new way of working.

## "Timico are big enough to serve and deliver what we need, but small enough to care."

## The Result

Phil Mock, ICT and Security Manager at Roxel, explained that being in partnership with Timico has been a positive one, and that Timico understands Roxel's needs entirely. Contracted staff are based on-site, which gives greater depth of knowledge, and creates slicker processes and turnaround time. Phil agrees that "Timico are big enough to serve and deliver what we need, but small enough to care."

So where does the future lie for Roxel? The successful and trusted working relationship between the two organisations means that the future for Roxel's IT infrastructure is enabled for growth, developing a strong strategic roadmap, and agility for keeping up with market trends. Security is a hot topic for 2020 and an area very much on Roxel's radar for. Their business is compliance heavy, and the way they store their data needs to be safe and secure. Timico are very much looking forward to continuing joint success with Roxel over the coming years.

Roxel chose us to create a solution to provide a more flexible way of managing their desktop estate and infrastructure. Find out how we can help your business.

### Speak to our team of specialists for a free consultation today.

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