

## eg solutions puts its software through its paces in the Microsoft Services Lab

Microsoft Services  
Premier Support



**Customer:** eg solutions  
**Website:** [www.eguk.co.uk](http://www.eguk.co.uk)  
**Customer Size:** 1-99  
**Country or Region:** United Kingdom  
**Industry:** Back-Office

### Customer Profile

eg solutions plc (eg) develops and delivers back-office workforce optimisation solutions to leading companies including financial services, healthcare, utilities, retail, government sector customers across the globe.

### Business Situation

eg is the only operations management software company that guarantees a return on investment based on the results its solutions deliver. Therefore ensuring the performance and reliability of its solutions is critical.

### Solution

Through its relationship with Microsoft Services Premier Support for Developers (PSfD), eg uses Microsoft's software testing laboratory to evaluate and improve the performance of its solutions and their ability to scale to the needs of its own customers.

### Benefits

Testing and tuning its software in the Microsoft Services Lab has allowed eg to improve the performance of its software by more than 40%, and to make the same software up to 10 times more scalable.

“The beauty of working with the Microsoft Services team is the flexibility it continually demonstrates, tailoring an experience to suit our exact business situation. This puts us in a great position for the future.”

Phil Jones, Chief Technology Officer, eg solutions

A leading provider of back-office workforce optimisation solutions, eg solutions plc (eg) has been working with Microsoft Services Premier Support for Developers (PSfD) for more than a decade. Central to the relationship is access to Microsoft's software testing laboratory, which allows eg to evaluate the performance and scalability of its solutions in intensive measurement and testing sessions. Through these sessions and working closely with Microsoft's Application Development Managers (ADMs), eg continually optimises its software for its customers of all sizes and across numerous sectors.

### Business Needs

Established in 1988 by Elizabeth Gooch MBE, eg solutions plc is the original pioneer and continues to be a pace setter in back office workforce optimisation software delivering guaranteed improvements in operational performance and bottom-line results. From the start of the company, eg has conducted its implementations on a fixed cost, fixed timescale basis and is the only operations management software company that guarantees a return on investment based on the results it delivers. eg guarantees that implementations will pay for themselves, typically within 6 months. Such guarantees have earned eg an enviable reputation: a recent customer satisfaction survey showed that 100% of clients would recommend eg to another company. But the company also recognises that it must constantly innovate and develop its solutions to meet the needs of ever-more demanding customers if it is to maintain its market positioning. With its suite of solutions being based on Microsoft technologies, it was clear to eg that it needed to establish as close a relationship as possible with Microsoft to ensure continual product improvement.

Phil Jones, eg's Chief Technology Officer, explains: “Our business is growing with the explosion in back-office functions and the technology needed to manage them. Today, seven times more people work in back-office functions than in the front-office. Put simply, we design software that allows organisations to monitor, measure, forecast and optimise the work done in the back-office, and the people doing it. We give real-time visibility into workloads in the back-office, which enable managers to deploy the right people to the right tasks at the right time. This has significant implications from both a performance and scale perspective, and our relationship with Microsoft Services allows us to stay a step ahead of where our customers need to be.”

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Phil Jones, Chief Technology Officer,  
eg solutions

## Solution

As for any Microsoft Services PSfD customer, **eg** has access to ADMs with deep knowledge of the current and future Microsoft technologies upon which its hardware sits. Further to this, and central to the relationship between **eg** and Microsoft Services, is access to the Microsoft Services Lab, an environment which can be set up to accurately replicate the infrastructure of any of **eg**'s global customers, however large or small.

The Microsoft Services Lab allows **eg**'s own development team to test the performance of its products at enormous scale and under significant load, something that it was unable to achieve within its own walls. As Phil Jones expands: “Prior to 2004 the performance and scalability testing and tuning of our products was limited to our in-house infrastructure. The initial contract with Microsoft Services was driven by a need to provide our development team with greater skills and the experience required to undertake much more rigorous and scalable testing. As our customer base was increasing and with it the installation size, the Lab gave us the chance to see how our products would perform at massive scale, and to develop and enhance them where needed.”

## Benefits

**eg** is focused on providing its customers with the highest-performing and most-scalable back-office optimisation solutions that it can develop. With the company guaranteeing that its solutions will pay for themselves within six months, **eg** needs to be completely confident that its software will perform at the scale and load required by every customer right from the initial installation.

### Improved performance and scalability

Testing and tuning its software in the Microsoft Services Lab has allowed **eg** to improve the performance of its software by more than 40%, and to make the same software up to 10 times more scalable. The improved performance benefits to **eg**'s customers are clear, and such increased scalability has enabled **eg** to install its products for global customers processing across many territories.

### Insight into Microsoft tools and technologies

Additional to the benefits of being able to replicate customer environments in the Lab has been the opportunity to work closely alongside Microsoft Services PSfD ADMs. Their deep knowledge of Microsoft technologies has helped the company to ensure its applications are ready for large-scale deployments, as well as quickly identify and resolve throughput bottlenecks. **eg** also benefits from exposure to innovative testing tools, and the skilling of its own developers in the use of these tools further decreases the risk of building and deploying custom applications for its own customers.

### A deepening relationship

A decade into the relationship, the partnership between **eg** and PSfD is as valuable as ever. As Phil Jones concludes: “The beauty of working with the Microsoft Services team is the flexibility it consistently demonstrates, tailoring an experience to suit our exact business situation. This continually puts us in a great position for the future: our technology is more scalable and we've acquired a level of in-house expertise that helps us to make incremental improvement to our solution set.

## For More Information

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## Microsoft Services

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