



Internationally acclaimed Symphony Orchestra praise Tek Response for comprehensive support and IT roadmap

The Client

Over the nine decades since Sir Edward Elgar first conducted the inaugural concert of the City of Birmingham Orchestra (November 1920), the City of Birmingham Symphony Orchestra (CBSO) has grown into a 90-piece ensemble with a worldwide reputation - but one rooted firmly in the City of Birmingham.

As the resident orchestra of Birmingham's Symphony Hall, the CBSO performs over 75 concerts each year in one of the world's finest concert halls. The Orchestra is in global demand, acting as an ambassador for the city of Birmingham in venues and festivals across Europe, Asia and America.

Its recordings win international prizes, and it supports and sustains an unparalleled diversity of world-class music-making in Birmingham and beyond - including its acclaimed family of choruses, chamber groups and youth ensembles, its own rehearsal and concert hall, and an education programme that reaches upwards of 36,000 young people each year.

The Journey

Up until around six years ago, the CBSO had originally employed just one member of internal IT staff to maintain their network - though they had found that this made them vulnerable from an IT perspective, particularly if that member of staff was out of the office.



As a result, they moved their IT function over to the Birmingham Arts Network (BAN) - a city-wide network that centrally hosted IT BackOffice Services for various arts venues throughout Birmingham.

Set up by and for the venues, Birmingham Arts Information Technology (BAIT) was a not-for profit internal IT consultancy that had provided ongoing maintenance and support for the Birmingham Arts Network.

After the CEO of the BAIT board had departed in January 2007, Tek Response Managing Director Dave Graesser had stepped in as CEO, to ensure that BAIT continued to provide its services and to run in a commercially viable way for the remainder of its contracts.

When the contracts for the support of the Birmingham Arts Network and the IT systems of various Arts based clients expired in March 2008, BAIT being not-for-profit, had disbanded.

It was at this time that the CBSO, happy with the way Graesser had helped to maintain the BAIT service until it disbanded, moved their business over to Tek Response, as Director of Finance at the CBSO, Alistair Scott explained:

"We met with Tek Response with regard to our IT function and were very pleased with both their knowledge and their attitude - they obviously have a more commercial approach than BAIT did, but we are in fact getting better service now than we did with BAIT"

Alistair Scott - CBSO Director of Finance