



**Kick**

# Technical case study

## BM Group

Transforming IT to drive business performance

**BM Group is one of the UK's most trusted providers of steel stockholding, architectural, and safety solutions, with a heritage spanning over 145 years. With strategically located sites nationwide and backed by the global Marubeni-Itochu Steel Inc. (MISI) network, the Group combines local agility with international strength - delivering dependable quality and long-term partnerships.**

**To meet rising demands for agility, resilience, and digital capability, BM Group partnered with Kick to modernise its technology across three critical areas: IT support, cloud infrastructure, and network connectivity.**

### The challenge

The Group's legacy infrastructure had created fragmented support, inconsistent service levels, and operational risk. A new IT platform was needed to support business expansion, ensure continuity, reduce complexity, and deliver consistent performance across all sites.

### Partnering with Kick

BM Group's partnership with Kick led to the successful delivery of a fully managed IT transformation programme, carefully tailored to the Group's business needs and underpinned by robust governance, collaboration, and a shared commitment to long-term success.

### Key milestones and deliverables

#### / Unified IT support model:

- Implementation of a consolidated support model covering all users and systems
- Clear service levels and escalation paths to ensure prompt resolution
- Proactive monitoring to prevent issues before they affect operations
- Regular reporting and account management to maintain alignment with business goals

#### / Cloud enablement via Microsoft Azure:

- Migration of core systems to a secure and scalable cloud platform
- Improved flexibility to meet changing workload demands
- Enhanced disaster recovery and business continuity capabilities
- Better cost management and visibility through usage-based billing

#### / Modern Network Connectivity:

- Rollout of a robust wide area network (WAN) across multiple sites
- Improved connectivity and reliability to support day-to-day operations
- Simplified communication and collaboration across the business
- End-to-end project governance to ensure seamless rollout and minimal disruption

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### Impact and benefits

The transformation delivered improved reliability, reduced downtime, and greater agility. Costs were streamlined through unified services and usage-based billing, while enhanced security and scalability positioned BM Group for sustainable growth.

### Working together

The success of the project was underpinned by close collaboration between BM Group and Kick. A phased and well-structured transition ensured minimal disruption, while ongoing engagement through regular service reviews, roadmap planning, and strategic support continues to deliver long-term value.

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**BMGROUP**

