

Building business with trusted reliability and performance

Philip Pank Partnership meets construction targets, cuts costs and supports rapid growth with Dell Technologies solutions.



Partner Profile



Philip Pank Partnership | United Kingdom



“The main reason to work with Dell is the absolute resilience of the hardware. We can use their solutions anywhere, for anything, and know that they will work.”

Richard Gray

IT and QA Manager,
Philip Pank Partnership

Organisation needs

Philip Pank Partnership needed to modernise its IT environment to meet clients' requirements and construction targets with maximum efficiency. The company also had to keep partners and staff fully productive, even while working remotely.

Organisation results

- Streamlines IT operations with ultra-reliable systems
- Fuels productivity for remote employees
- Transforms business with modern IT infrastructure
- Supports business growth with increased efficiency
- Ensures access to critical data and collaborative tools

Solutions at a glance

- [Dell OptiPlex 3070 Ultra Small Form Factor desktops](#)
- [Dell EMC PowerEdge R850 servers](#)
- [Dell EMC PowerSwitch S Series switches](#)
- [Intel® Xeon® Scalable processors](#)

Headquartered in London since 1956, Philip Pank Partnership provides a range of consultant services to the construction industry. Clients in the public and private sector rely on them for building contract representation (known as employer’s agent services), as well as surveying, principal design, and site inspection services. Known for trusted expertise, the partnership needs its technology to be just as reliable—and optimised for growth. That’s where Dell Technologies comes in.

“The reliability of Dell equipment saves us time and money,” says Richard Gray, IT and QA manager at Philip Pank Partnership. “We can install systems knowing that they’re going to work. If there is a problem, we know it’s not going to be with the PC or storage. It might be a network cable or something else. At the end of the day, if you ask what manufacturer I’d recommend, my answer has always been Dell.”

Technology for driving business growth

As chartered surveyors and employer’s agents, Philip Pank Partnership depends on reliable access to all kinds of files to keep projects moving. Employees monitor a site’s progress using architects’ CAD drawings, client specifications and hundreds of construction site photos. They also manage contract documents, inspection reports, budget summaries and more. Everything that used to be paper-based is now digital. And for regulatory compliance, all records must be maintained for at least 10 years after project completion.

“Most of our work in the UK is done ‘under deed’,” so we need to store all the emails and files related to a job for 10 years or more. This means we need a heck of a lot of storage,” explains Gray. “We’re looking at moving to Dell storage using solid-state drives (SSDs), so we get the quicker response times and stability of Dell equipment. Basically, we want to make life easier for anyone that has to use our systems.”

The goal of making the partners and employees’ lives easier is a major driver for IT investments at Philip Pank Partnership. The company is comprised of 65 employees,



“We’ve had seven or eight PowerEdge servers running 24 hours a day, seven days a week for over 10 years, and they still work perfectly.”

Richard Gray

IT and QA Manager,
Philip Pank Partnership



“Even though restrictions have been lifted, our offices will only be open on Tuesdays, Wednesdays and Thursdays. So our staff still need reliable tools for working from home.”

Richard Gray
IT and QA Manager,
Philip Pank Partnership



based in London and three regional offices in Oxfordshire, Kent and Brighton—and they’re all supported by one IT professional, Gray. That’s why the quality of systems and ease of installation is a prime concern.

“Once our people have had a Dell system, they don’t want anything else,” says Gray. In addition to its Dell server infrastructure and fibre network switches, the company is refreshing its PCs to Dell OptiPlex ultra-small form factor desktops. Adaptive to user needs, the Intel® powered desktops accelerate frequently used applications and files, making it easier to collaborate with clients and keep projects on track.

A foundation for changing needs

When it comes to IT infrastructure, Philip Pank Partnership has found that Dell EMC PowerEdge 850 servers, powered by Intel® Xeon® Scalable processors, are the right fit for the company’s current and future needs. The partnership recently consolidated its data center to two physical servers (down from seven or eight), and they run 10 virtual machines and a VMware virtual appliance. The servers support email applications, remote file sharing, SQL server databases and the firm’s own proprietary applications.

“Our previous PowerEdge servers were more than 10 years old and had no faults on them whatsoever,” says Gray. “When we went virtual, the PowerEdge 850 was the best model to fit our business requirements.”

Naturally, the pandemic created new business requirements for Philip Pank Partnership, most of them revolving around a new work-from-home workforce. Just a handful of employees worked remotely prior to COVID-19; but when the pandemic hit, the numbers increased sixfold, almost overnight. Gray says that modernising the infrastructure with Dell solutions helped smooth the transition to remote work.

“Literally overnight, I had to build a server farm with extra capacity for our remote working solution—so people were able to carry on working,” says Gray. “We never had any

problems supporting our business through the pandemic. A lot of people did, but we didn't. And it's all based around the fact that we had Dell hardware to rely on."

Innovations that make business sense

With an "everything IT" role at Philip Pank Partnership for 16 years, Gray helps ensure that the company is using the latest technology for strategic business operations. The partnership is moving toward digital transformation, modernising IT every three or four years. Each time, the first stop is Dell.

"In the time that I've been here, I've had to literally drag the partnership up to date," explains Gray. "But now, we're in a position to look at what technology changes are the best for our business. I can formulate a plan, identify our options and explain the benefits. So the partners just have to sign on the dotted line."

Although Gray worked with Dell Services for an Exchange migration, he's typically able to handle the IT deployments himself (or with the help of a third-party support company). Philip Pank Partnership depends on Dell's quality, reliability and proactive service, to keep its business running smoothly.

Gray points out: "As much as I'd like to think I know everything after 40 years in IT, I can guarantee that I don't. There's always going to be areas where we might need to rely on more specialized expertise. We have used Dell Services in the past, and we would happily use them again."



"Every three to four years, I start looking at ways to improve our infrastructure. Is it the bandwidth, desktops, networking switches or applications? Then, my first port of call is always Dell."

Richard Gray

IT and QA Manager,
Philip Pank Partnership

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