CASE STUDY
Ringway Jacobs

RINGWAY JACOBS

About Fluid**One**

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About **Ringway Jacobs**

Ringway Jacobs is a fully integrated highway services provider. Its extensive range of services throughout transport includes asset and network management, maintenance and improvement schemes and planning, design and procurement advice.
For more information, go to www.ringwayjacobs.com

FliuidOne's award winning solution centralised 9 ICT platforms
in just 3 months for Ringway Jacobs

When leading highways service provider, Ringway Jacobs, won their 'Essex Highways' contract with Essex County Council, they needed a new platform for IT and telecoms.

Ringway Jacobs chose FluidOne's hosted solution for both IT and telecoms. Using a private cloud platform, FluidOne's Fully Managed Service provides Ringway Jacobs with their ICT systems and full support under an ongoing service level agreement.

Systems are centrally managed, making them more efficient to upgrade and imaintain. New users, data and applications can be added quickly, irrespective of where they are located. Business continuity is enhanced, with effective provision for disaster recovery. Costs are reduced and are better controlled, with minimum CAPEX and predictable OPEX.

'Essex Highways' has full access to day-to-day and strategic support from FluidOne's Service Desk Support team.
The new platform was implemented on time, is fully operational and has delivered cost savings and resilience. The feedback on PSU's support service from Ringway Jacobs' management and staff has been excellent.

comms national awards
Enterprise Hosted Solution Award
WINNER 2012

The UK's 'Best Enterprise Hosted Solution' for 2012 at the Comms National Awards.

The Challenge

In just three months, Ringway Jacobs had to take-over and consolidate the ICT operations of nine incumbent contracting companies across 11 locations; and have a new, fully-operational ICT system in place for 500 employees.

Ringway Jacobs faced the challenge of having to build a brand new ICT infrastructure for its 'Essex Highways' contract with Essex County Council, one of the UK's largest highways partnerships. They needed to take over many systems and applications, along with a high volume of data, from multiple incumbent contractors. 500 users across 11 sites required access to this new ICT infrastructure from day one of the contract.

"The ICT solution had to overcome a number of key challenges. Firstly, it had to be designed, built and completed in only three months; the time period between us winning the contract and its start date. Secondly, it needed to accommodate all the contractors' data and applications, despite them only granting us minimal access, with full access only two days before 'Go Live'. We also required scalability, in order to meet expected growth in user numbers over time, and achieve this while making significant cost savings."
Marc Evans, Business Solutions Manager, Ringway Jacobs

The Solution

Ringway Jacobs chose FluidOne's hosted solution for both IT and telecoms. This offered speed of implementation, reliability, cost savings and flexibility for future expansion.

FluidOne's experience was key

Ringway Jacobs recognised the strength of FluidOne's ICT and Cloud Managed Services expertise, having successfully worked with them on smaller projects with similar requirements in the past. Additional factors that were critical in Ringway Jacobs' decision to select FluidOne for the Essex Highways contract included:

• Capability to design and deliver a cloud-based solution for both IT and telecoms
• High-level of detailed pre-planning and project management expertise
• Proposed 'Model Office' demonstration version of the ICT user solution
• Proposed test environment for new applications

"We were really impressed by the level of pre-planning carried out by FluidOne in order to fully understand the project's detailed requirements. They recommended a single hosted Managed Services solution for both IT and telecoms, which is performing really well for us.
Our users are really happy with their new ICT environment and the support service they are receiving from FluidOne. We are delighted to have a leaner and more scalable ICT platform that delivers significant cost savings."

FluidOne Hosted Managed Services Solution

FluidOne's Hosted Managed Services solution was designed with its core based in the Cloud. This ensured the necessary performance, resilience, agility and scalability to support 500 existing users across multiple locations, with provision for future expansion requirements. The complete Hosted Managed Services project solution included:

Pre Go-live:
• Capability to design and deliver a cloud-based solution for both IT and telecoms
• High-level of detailed pre-planning and project management expertise
• Proposed 'Model Office' demonstration version of the ICT user solution
• Proposed test environment for new applications

Technology employed:
• IT - built utilising software from Citrix and VMware running on a virtualised vPlatform to distribute the project's suite of Microsoft products, various CRM systems and finance and highways-related software applications
• Telephony - built on a hybrid blend of traditional on-site Mitel server technology and a virtualised, hosted system, to give enhanced resilience in the event of a network outage or hardware failure
• Connectivity solutions - Leased Lines, MPLS, EFM, ADSL, ISDN, SIP and 3G
• End User Equipment - desk phones, PCs, printers, PDAs and iPads

Post Go-Live:
• Service Desk Support - 1st, 2nd and 3rd line, to cover fault resolution, software application deployment and telecoms estate management

Expert Project Management

Four terabytes of data and 100 software applications were migrated to the new vPlatform - 50% before handover by the previous operators and the remainder over the weekend before 'Go Live'. Contingency planning enabled the inevitable, unforeseen issues to be effectively dealt with. FluidOne coped with a last minute request to transfer additional databases to the new system and was able to provide mobile connectivity for platform testing, when fixed line connectivity at one of the sites failed.

"Considering the size and scale of the project, I've been really impressed with FluidOne. It's been the best mobilisation process I've been involved with."

Result

From day one of the contract, all Essex Highways users were able to gain access to their working environment with fully managed support from FluidOne's Service Desk, an achievement that did not go unnoticed.

"Transition to the live environment went extremely smoothly and the on-going support we have received from FluidOne has been brilliant, drawing favourable feedback from our users. We are delighted with our new virtualised, hosted platform. Thanks to reduced hardware support costs and being able to execute future software deployment in a matter of hours rather than weeks, it should enable us to make substantial future savings."

The new ICT hosted solution will provide a number of key on-going benefits including:
• Immediate and future cost savings – as it is now much easier and quicker to add new users, data and applications
• Greater resilience – as the hosted ICT platform is easier and quicker to maintain and upgrade
• Enhanced security and business continuity – through automatic data backup and recovery backed by an SLA
• Enhanced support – with PSU's Fully Managed Services package, which includes 1st, 2nd and 3rd Line Service Desk Support

The solution was voted the 'Best Enterprise Hosted Solution for 2012' at the Comms National Awards.

Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.