CASE STUDY
University of Surrey

UNIVERSITY OF SURREY

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 **University of Surrey**

University of the Year' and 'University of the Year for Student Experience' in The Times and Sunday Times Good University Guide 2016, the University of Surrey was founded in 1891. A global university with 37% of students coming from outside the UK, they are a world-class research centre with more than 15,000 students. For more information, go to www.surrey.ac.uk

Proactive, trusted IT Support
offers substantial time and cost savings

The University of Surrey has a long heritage of providing a distinctive blend of knowledge and research, offering more than 50 subjects to undergraduates from around the globe. With more than 14,000 students and 2,300 staff passing through their doors, it's vital that a robust IT infrastructure is in place to support the needs of its users.

In line with IT service management best practice, the University of Surrey were looking to build a strong, trusted relationship with a third party IT service provider that was able to compliment their existing team and provide proactive monitoring of the university's Sun/ Oracle Solaris estate, 24/7, 365 days a year.

The Challenge

Hilary Sherlock, Networks & Operations Team Leader, explained that their previous maintainer's service was lacking and this meant that the team were wasting an increasing number of hours managing problems.

When the contract went out to tender, FluidOne Technology Group's service was recommended by one of the company's existing customers within the education sector.

FluidOne were able to offer the university a managed service solution with full proactive monitoring and hardware break/fix maintenance, supported by a service level agreement which exceeded expectations. Crucially, the contract also offered a 33% cost saving on the university's previous six-figure Solaris and hardware support costs.

The Solution

The university brought FluidOne onboard in January 2011 and within a short period of time; the Solaris Estate was being securely monitored, with configured alerts notifying the team of system hardware and software incidents before they impacted on service.

Much of the support is provided remotely, while a PSU engineer spends time on-site at the university at least once a fortnight, consulting with the IT team as required on any issues which arise.

Result

As well as the day to day management and monitoring of the university's Solaris estate, FluidOne also assists the university with IT strategy and advice, server consolidation, system builds, hardware and software reconfiguration as well as troubleshooting and fault resolution. Hilary explained that there have been numerous situations where PSU has spotted and resolved problems before they have had any impact on the university's systems. "We wanted to configure one of our Sun boxes with a particular protocol which would provide resiliency, but we weren't sure if it could be applied."

Get In Touch

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