



Case study

HS1



Client: High Speed 1

Sector: Transport

Project: Managed service for 140 users

Rail Management Company HS1 Limited Outsource IT Services to BSG in Three Year Deal

Executive Summary

HS1, the company that manages High Speed 1, Britain's first new major railway in 100 years, has contracted Business Systems Group (BSG) to provide a Managed Solution for its IT services and applications. A substantial financial commitment over the next 3 years, the BSG contract provides a 24x7 fully managed service for HS1's IT infrastructure initially supporting 161 users across four separate locations. Major elements of the service include:

- Provision of a 24x7x365 managed service desk
- BSG Custodian Hosting
- BSG Forum Managed Email
- BSG Guardian Backup
- BSG Guardian Storage
- BSG Sentinel Monitoring
- Application and Database Support

The Client

HS1 is responsible for the management of the high speed railway between St Pancras International and the UK portal of the Channel Tunnel on behalf of London & Continental Railways (LCR). LCR delivered High Speed 1 on time and within budget. HS1 and St Pancras International were opened by HM The Queen on 6 November 2007.

The Challenge

HS1 contacted BSG in search of a managed services partner to provide them with core IT services ranging from central infrastructure services to client desktops as well as IPT telephony and mobile IT. Key to HS1's requirements was to find an IT partner that was able to offer a flexible service that can adapt to support HS1 with its changing business requirements allowing HS1 to continue to offer a world class service to its clients.

Another key requirement was to find a local partner, one that can act as an 'IT shepherd', offering advice and guidance and therefore allowing HS1 to focus their efforts on their business without having to become IT specialists.

For further information contact:

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- Graham Gunn, Head of Corporate Services, HS1

The Solution

BSG designed a scalable and resilient service, based on VMware, Microsoft and IBM technology, to provide a multitude of services, including BSG Custodian Hosting, BSG Forum Managed Email (using Microsoft Exchange 2007), VoIP and an Application Server to deliver the Finance and HR Applications. This environment is attached to the BSG Guardian Storage and Backup infrastructure to allow data growth at a predictable cost whilst being securely protected to ISO27001 compliant standards. The entire environment is fully monitored through BSG's proactive Sentinel Monitoring service, allowing most issues within the environment to be detected and remediated early before any significant service issues arise.

Overall, BSG is delivering all the required components under a Service Level Agreement based on system availability. BSG will also provide desk side support based from their Network Operations Centre, which is located in City Road. All calls will be initially directed to BSG's 24 x 7 Service Desk, which typically deals with over 75% of calls on a first time fix. Remote desktop access and engineer visits will be used for any calls not resolved on a first time fix.

Additional assistance was provided by BSG over the first three months of the contract, temporarily re-locating HS1 to its own premises whilst HS1's new head office was completed. This enabled HS1 to vacate its current location on schedule and provided easy access to its new systems, thus simplifying the migration process whilst ensuring the business could continue as normal.

Why was BSG chosen?

Critical to HS1's selection of BSG was its ability to provide a rapid and flexible service to increase IT efficiency, decrease costs and to enable HS1's IT infrastructure to be sufficiently flexible to meet changing business demands.

Graham Gunn, Head of Corporate Services at HS1 says:

“BSG are the right size and fit for HS1 in the right location (both head offices are just over a mile apart in London) to provide a tailored IT managed service. Consequently BSG will act as an ‘IT shepherd’ for HS1 on all IT related matters.”

Graham continues “In an ever changing business environment, we need to work with a managed services partner that can offer us a flexible service that is able to adapt to the way we work allowing us to deliver a first class service to our customers.”

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