

CASE STUDY

PUBLIC SECTOR

CBI



The Confederation of British Industry (CBI) is the premier lobbying organisation for UK business on all national and international issues. The CBI also works with the UK government, international legislators and policymakers to help UK businesses compete effectively.

CHALLENGES

- The CBI has 11 offices, including one in Brussels and one in Washington. The majority of personnel based at CBI HQ, London, with operational teams UK wide and overseas
- Managing CBI's IT environment requires a workforce that is diverse in size and skills at each location
- A global presence means that it is essential to access data securely 24/7 and voice communications must be efficient and economic. It is costly and inefficient to place IT staff with the range of skills required at each site.
- Redcentric's managed, centralised solution provides comprehensive IT and telecommunications support and management for all CBI employees. Services operate under a single SLA backed by 24/7/365 support.
- The infrastructure is based on the latest converged IP technology platforms. A UK wide area network links each site underpinning the hosted IP telephony service providing IP voice connectivity to international offices – offering free calls between all sites.
- Redcentric's Managed Backup Service secures CBI's core data and provides immediate access to stored data at Redcentric's Tier 3 data centres. Access to critical data is also facilitated through the provision of CBI-wide Internet access via two Tier 1 Internet feeds directly into the CBI WAN and provided over Redcentric's MPLS network.

REALISING THE BENEFITS

Selecting Redcentric as a service partner allows us to focus on the strategy for the CBI. Redcentric looks after the technology and infrastructure, enabling us to get on with our business.

Matt Phillips,
Head of IT, CBI



CBI
THE VOICE OF BUSINESS

BUSINESS BENEFITS

- Fast access to securely stored and replicated corporate data and information
- The CBI is now communicating at the speed of light, enabling CBI people to focus on what they do best – supporting UK business
- CBI's data security objectives are met as is the strategic need for a flexible, economic and modern communications infrastructure.

OPERATIONAL BENEFITS

- 24/7 access to the right skills in the right place
- Centralised management and deployment of all IT needs and resources
- Redcentric provides the resilient infrastructure and operational skills to deliver support and strategic leadership driven by the CBI IT professionals.

FINANCIAL BENEFITS

- Direct cost saving from an integrated voice and data network
- Expected reduction of calling costs by 20% per annum
- Redcentric provides a framework for CBI to understand and control future costs and renewal of the communications infrastructure.



TECHNICAL INFO

- Data Management
 - Protection of 800 GB primary data
 - 13 Windows 2003 Servers
- Hosting
 - 2 x 42U HP racks
- Networking
 - 5 Mbps Internet access
 - 30 x Hot Desk Phone Licences
 - 1 x Unity Global Gateway
 - 2 x ADSL 1000
- IP Telephony
 - 250 users in the Head Office
 - 50 users in the regional offices
 - 11 sites in the UK, 1 site in Brussels

The relationship with Redcentric provides the CBI with an enterprise-class, converged IT and communications infrastructure solution that can meet the future needs of all our UK operations.

Matt Phillips,
Head of IT, CBI