

CASE STUDY

CONSTRUCTION SECTOR

RIDER LEVETT BUCKNALL



Rider Levett Bucknall is the third largest construction practice in the world with over 2800 people in more than 100 offices. It is committed to delivering more services and efficiency with less resource, money and waste. It turned to Redcentric to support these objectives through a range of managed network, data and Exchange services.

CHALLENGES

When Mark Evans joined Rider Levett Bucknall (RLB) as IT manager with responsibilities for RLB in Europe, Middle East and Africa, he quickly realised that the BT NetEquip service that the company was relying on “was appallingly slow, really out of date and needed replacing.”

This would mean a fundamental change to RLB’s infrastructure, but Evans was convinced that moving to a private MPLS network was the right approach. His key criteria were:

- To be able to create a number of small virtual private networks (VPNs) on the corporate WAN to support, for example, video-conferencing on the same network

- Scalability, to be able to grow more services on the network in future
- An enthusiastic account management team that would buy into and support these objectives.

RLB faced an added challenge when the firm was advised by MI5 that its Birmingham Head Office, which housed its corporate data centre, was a potential terrorist target because it is situated in a building owned by the local authority and home to several tourist spots. This meant moving all the company’s documents onto a centralised data storage system somewhere where there was not so significant a threat.

REALISING THE BENEFITS

The business and technical account management is the best I’ve ever dealt with and way beyond what other companies – including IBM and Microsoft – can offer. It’s not just about technology; it’s about the people.

Mark Evans
IT Manager, Rider Levett Bucknall



HOW REDCENTRIC HELPED

Evans was keen to use Redcentric's managed network services to provide the WAN and supported functions he wanted and, he says, "With its highly resilient private MPLS network offering 64 times better bandwidth and a 50% reduction in cost compared with the existing BT solution, it didn't take long to convince the Board that Redcentric's was the right solution!"

Pleased with the network services they received, over time RLB has taken several other managed services from Redcentric, including:

Virtual server hosting at Redcentric's Harrogate data centre for its centralised document system, its finance system and, in fact, all the EMEA element of its global data, in order to remove the vulnerability associated with keeping its data in-house.

Managed backup service which not only keeps all RLB's data secure and assures business continuity, but also deduplicates it, ensuring that the company isn't paying for storage it doesn't need.

Managed Exchange delivered as a bespoke Software as a Service (SaaS) solution on Redcentric's virtual servers. Evans says "Because the specific requirements of our document management system made Redcentric's standard hosted Exchange solution unsuitable, Redcentric has allowed us to manage our own Exchange software and traffic on its virtual servers."

TECHNICAL INFO

- Managed Network Services
- Virtual Server Hosting
- Managed Backup Service for in excess of 8TB data
- Managed Exchange for 450 UK mailboxes (with plans to scale up to 2000 additional international mailboxes)
- Managed Firewall

BUSINESS BENEFITS

Rider Levett Bucknall has seen many business benefits as a result of using Redcentric's services and the key to this, says Evans, is the people: "The business and technical account management is the best I've ever dealt with and way beyond what other companies – including IBM and Microsoft – can offer. I can trust the guys and know they always have the best interest of RLB at heart. It's not just about technology; it's about people."

Scalability and flexibility

Evans says that the flexibility of Redcentric's services is an important factor. He says, "I've presented Redcentric with several 'what if' scenarios and have never been told 'We can't do that'. As a result, we've been able to scale up our services while making sure that the Cloud solution we have implemented is truly aligned to RLB's business and IT needs, as in the example of the Exchange service which we view as a *crème de la crème* solution that meets our requirements and provides increased resilience and flexibility."

Increased efficiency

With Redcentric maintaining and monitoring the servers and their environment, and by providing 24/7/365 hands and eyes support, RLB's entire EMEA IT operation requires a core IT team of only seven people.

Enhanced security and peace of mind

Redcentric's private Cloud-based services, delivered over its own highly resilient MPLS network and backed up by robust service level agreements, have brought RLB advanced security and service availability. "And," says Evans, "I know exactly where my data is, I know it's safe, and I can even visit it if I want to!"

Reduced total cost of ownership (TCO)

By replacing the capitalised cost model which applies to in-house services with an operational per user/per month model, the TCO of the services has been significantly reduced.

Improved tendering

Having its data stored with Redcentric means that thanks to Redcentric's data security accreditations, RLB can tick all the boxes about data security when answering searching tender questions.

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