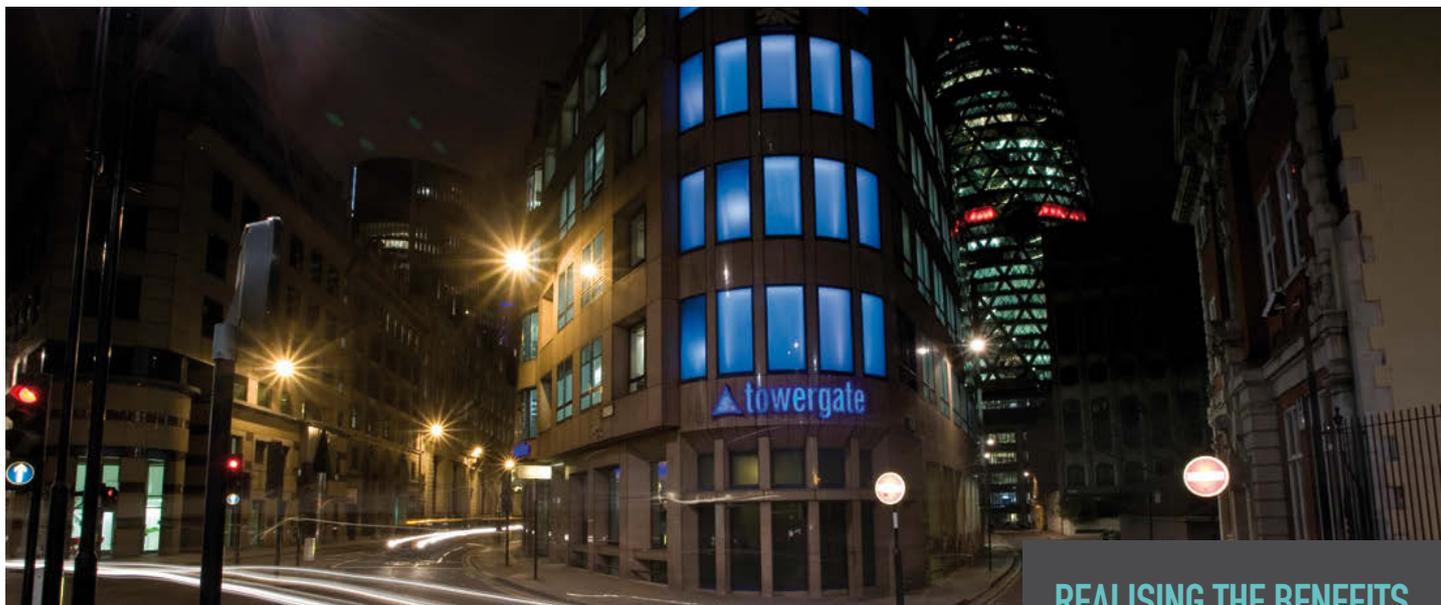


# CASE STUDY

## INSURANCE SECTOR

### TOWERGATE PARTNERSHIP



Formed in 1997, Towergate is Europe's largest independently owned insurance intermediary. With 4.3 million customers, 100 offices and 4100 agencies & outlets, it annually turns over more than £2 billion of gross written premium. The value for money and scalability of Redcentric's solutions in supporting Towergate's growth through acquisition has led to a long and continuing relationship between the two organisations.

## CHALLENGES

In 2002, Towergate needed a modern backup solution as part of a new IT environment it was creating. It had already decided to look at a managed backup service rather than an on-premise tape solution, as this would remove the need for operator attendance and onsite hardware, significantly reducing both manpower and capital expenditure.

Beyond the service itself, Towergate was looking for other specific challenges to be met. Head of IT Operations and Infrastructure at Towergate, Graham Smith explains, "We run a very tight ship and ensuring our IT spend is 100% effective is always high on our agenda."

To meet this requirement Towergate was looking for:

- A supplier who could provide not only the managed backup service it wanted but also the network links to make it work
- A flexible partner who would react quickly and have the capacity to adapt and scale its services to support Towergate's own growth and acquisitions
- A commercially attractive partnership that would be viable over the long-term, be fit for purpose and provide value for money.

## REALISING THE BENEFITS

We want to spend our money on investing in insurance, not maintaining a large IT department. Redcentric lets us do just that and has helped us drive significant year-on-year savings.

Graham Smith,  
Head of IT Operations and  
Infrastructure, Towergate



## HOW REDCENTRIC HELPED

Having looked at several vendors, Towergate chose Redcentric. Graham Smith explains, "Redcentric was an extremely good fit with our requirements and the service proposition it offered was commercially very appealing".

When it later decided to replace its very slow, expensive data network to increase performance and reduce running costs, Towergate again chose Redcentric. And at the beginning of 2011, it turned once more to Redcentric to add its Virtual Server Hosting service. Graham Smith describes implementing the service as "trivially simple" because it is again delivered via the same network:

- Redcentric is Towergate's sole network provider across all but a very few, recently acquired, offices and outlets
- The same single Redcentric network delivers Redcentric's Managed Backup Services and Virtual Server Hosting, providing a seamless connection to Towergate's Data Centres, its trading offices and its customer-facing retail premises
- With the network in place, new Redcentric services can be added very easily, and it is simple for Towergate to add and change locations.

## TECHNICAL INFO

- Networking
  - 100+ circuits using Redcentric LANnet
  - 21CN
  - ADSL lines – all managed by Redcentric
  - WAN Circuits (ranging from Gbit for data centres down to ADSL speeds for small branch locations)
- Managed Backup Services
  - 30TB of source data protected
- Virtual Server Hosting

## BUSINESS BENEFITS

With Redcentric, Towergate has the long-term, commercially aware partner it was looking for. When Towergate is managing the integration of one of its many acquisitions, it has found Redcentric to be particularly agile, quickly absorbing the new company into the Towergate fold. Redcentric's services can be readily modified and scaled to deliver existing services to the newly acquired company or to incorporate best practice from it.

Graham Smith sees Redcentric as giving Towergate three important benefits:

### Minimal IT requirement

Towergate's IT operations team consists of only four in-house staff. When a new network connection is needed or an old one needs deleting, all the planning, supplier liaison, delivery and configuration for the new circuit are handled by Redcentric – no Towergate staff are needed, or indeed exist, to do this.

### Driving savings

Through Redcentric's network and managed services, the whole IT operation has become less expensive. No capital outlay has been required, no maintenance or contingency costs are accrued and the money saved on on-premise services has driven year-on-year savings. Throughout the contract term, like-for-like backup costs have reduced by 20% a year and network costs by 14% a year, meaning that substantially more data can be backed up without increasing costs. Migration to 21CN technology has saved around £400,000 a year.



### Commercially creative solutions

At contract renewal time, Redcentric has been very willing to consider creative commercial propositions so that Towergate can continue to benefit from the very latest technology at a cost-effective price. For example, a flexibility clause has allowed a proportion of existing in-contract network circuits to be cancelled before contract term without penalty.

## THE FUTURE

Towergate is currently assessing Redcentric's Unified Communications services that include hosted voice services (VoIP), desktop communications (such as Instant Messaging, video calling and desktop sharing), and hosted Office Communications Server (OCS). Again, Towergate will be able to receive these services via the same network over which Redcentric's existing Managed Backup Services and Virtual Server Hosting service are delivered, further exploiting the network investment.

Having our trusted provider, Redcentric, delivering a range of services down a single network has proved invaluable for us.

Graham Smith,  
Head of IT Operations and Infrastructure, Towergate