



UK Data Centres



To deliver its new Software as a Service strategy, Ringway sought to attain the highest possible levels of IT resilience and network security. It found all the assurance it needed at Telstra's UK Data Centres.

The challenge



Working on projects from the south coast of Devon to the Highlands of Scotland, Ringway Group works with local authorities maintaining the network in the UK. Whether it is resurfacing the fast lane, installing a new bus shelter or painting markings on a runway, the company strives to provide a quality service, on schedule and on budget – all of the time.

Due to the very nature of its work, Ringway's 3,000 employees are very mobile and move to different parts of the country with every new contract. The company has over 1,000 PC users, who need to be able to access ICT systems for HR, fleet management, finance, work order management and vehicle tracking from an ever changing range of locations. In 2008, Ringway reviewed its existing ICT infrastructure and identified that a Software as a Service (SaaS) IT model would enable it to better meet the needs of its mobile workforce.

Before the company could launch this new IT strategy, however, Ringway first had to consider the full implications for its business. Many of Ringway's customers are local authorities, so the new network had to be able to adhere to public sector regulations relating to data security and stand up to rigorous penetration testing. Ringway also identified that any system downtime might hamper its ability to deliver good service and complete projects on schedule. It therefore had to implement an effective business continuity plan, to ensure the constant availability of its core business systems, in the event of a disaster.

The solution

Rather than deliver its new SaaS systems from its own company headquarters, Ringway decided to appoint an external partner to host the systems. It had an existing relationship with Telstra International and took a tour of one of Telstra's UK Data Centres in London's Docklands. This purpose built facility offers a spacious, secure and fault tolerant environment that is directly connected to Telstra's high speed connectivity backbone.

Ringway elected to take two racks of space at the Data Centre, and this gives the company more than adequate capacity for its SaaS systems. At the same time, Ringway upgraded its existing Telstra Multi Protocol Label Switching (MPLS) networking service, to increase network capacity and ensure fast connectivity for users. Ringway also used Telstra's MPLS network to create a high-speed link between its hosted systems and an internal back-up system.

KEY BENEFITS:

- Fast and reliable access to core systems for a mobile workforce
- High standards of network security
- Strong fault tolerance and provision for business continuity
- More time to focus on developing new ICT services

The benefits

Telstra's UK Data Centres provides Ringway with a very reliable and robust platform on which to host its core business systems. Coupled with Telstra's high-speed MPLS network, the infrastructure enables Ringway's dispersed ICT users to access their business applications quickly and easily from any location. As the company expands, the new SaaS architecture will be able to readily support larger numbers of employees, working across an even broader range of highways projects.

Ringway is able to respond fully to its customers' concerns about security and provide every reassurance that its systems are protected from malicious attack, as well as data leakage. Telstra's UK Data Centres are all protected by strict entry controls and tight premises security 24/7. In addition, Telstra ensures high levels of security by transmitting Ringway's data on a private MPLS network, completely managed and monitored by Telstra.

Since launching its SaaS strategy, Ringway has developed a comprehensive business continuity plan to help it ensure the constant availability of its systems. Telstra's UK Data Centres offer high levels of fault tolerance as standard, as well as dual power supplies, which ensure exceptionally high levels of availability. Ringway also takes advantage of the Telstra MPLS network to establish a direct connection between its hosted systems and internal backup systems. This gives it an added layer of protection.

Finally, by outsourcing the management of its systems and network to Telstra, Ringway has saved a great deal of time in its ICT department. Its in-house ICT experts can now focus on developing new systems and implementing new business efficiency projects for the company instead. As a result, the IT department is able to deliver greater value for the business.

About Telstra International

Telstra International is a global communications service provider and a division of the leading Australian tier 1 telecommunications and information services company, Telstra Corporation Limited.

Telstra International services over 200 of the world's top 500 companies, spanning the Asia Pacific, Latin America, North America and Europe. The company owns one of the most technologically advanced IP backbone global networks in the world and offers an extensive portfolio of state-of-the-art solutions.

"As we evolve and introduce more initiatives to enhance our working practices, we can be confident that our infrastructure will support us. Thanks to Telstra's flexible approach, we now have the resilient, secure and high performance solution that we need to deliver a quality service for our customers."

Paul Williams, Group ICT Manager, Ringway

Telstra International trades in the UK and EMEA through Telstra Limited, a company registered in England and Wales with company number 03830643. Our registered address is Telstra House, 21 Tabernacle Street, London EC2A 4DE

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