

# Data Centre Installation Case Study



Premier Global Financial Services Firm



## The client

The client is a premier global financial services firm offering wealth management, investment banking, asset management and business banking services

## The challenge

To provide 24 hour cover 365 days a year for a global financial services organisation by utilising onsite engineers that are responsible for the network infrastructure within the client's data-centres.

The key objectives were to provide qualified install/break fix support engineers and to develop a seamless integration between the onsite Excel I.T. team and the client's Networks team, while delivering a first class support service.

## The solution

Excel I.T. put together two data-centre teams for the data-centres both located on the outskirts of the M25, just outside London.

The first task was to put together a team of engineers comprising of a team leader, a senior engineer and shift engineers that were responsible for ensuring that both sites were covered 24 hours a day. The team members needed to possess an array of different qualities to ensure they could fulfil the support requirements. All team members were CCNA qualified, exhibited great team player qualities, and most importantly, were great communicators as they were the only onsite network team support engineers.

Before placing the team on site every member of the team was placed on a strenuous training programme which involved working at different times with the client's network and voice teams, to ensure all the team was completely conversant with all aspects of the client's infrastructure. This was based over an 8 week period and included working on the different shift patterns to "acclimatise" the team to the client's network support needs throughout a 24-hour cycle.

Once fully trained, the team was introduced to the new data-centre sites before being given sole responsibility for supporting the live networks. This enabled the team to work there during the day to get used to the site layout and infrastructure, and highlight any issues that they found before taking ownership of the role. In the build up to the site being supported by the Excel I.T. team, the team used their previous experience of working at new data-centre sites to help with the install and implementation of network equipment such as switches, routers, terminal servers, firewalls and AVDA passport systems. This allowed the client's staff to work offsite while having a reliable team of engineers on-site, to implement and build their new data-centre network infrastructure.

## Key highlights

- 24 hour support, 365 days a year
- Excel I.T. engineers were the client's sole onsite support engineers
- CCNA qualified engineers
- Fully integrated with client's remedy system
- Install and break/fix support
- Racking and stacking
- Server, switch & router installation
- 3<sup>rd</sup> party chaperone services