

Nominee: Partick Housing Association

Supporting Vendor: Castle Computer Services

Nomination title: Castle provides Private Cloud & 24/7/365 Managed ICT Services for Partick Housing Association

Castle's Private Cloud service provides a high-performance, highly secure computing infrastructure using the latest virtualisation and remote access technology to provide a fully managed cloud service. Data is held in a world class Tier 3+ Data Centre in central Scotland and replicated to a secondary Data Centre for Business Continuity and Disaster Recovery providing a high level of resilience and business agility. Partick Housing Association (PHA) is a charitable industrial and provident society and a registered social landlord which manages and rents out almost 1700 flats and delivers a factoring service to over 2000 customers across the west of Glasgow. In the event of a problem at PHA's premises, the data and systems can be accessed securely from any location with internet access, including home and temporary offices to keep the organisation operational. The key business drivers for this project were:

- Development of an ICT Infrastructure strategy to support the business objectives and ensure the organisation has a performing, resilient and reliable infrastructure.
- An ICT infrastructure that must enhance the day to day running of the business as well as supporting innovative automation and business intelligence in housing management.
- Increased focus upon effective customer communication, community activity and partnerships, including establishing PHA's role in terms of social and corporate responsibility.
- To remain forward thinking and ambitious while being agile and flexible.
- To utilise the benefits of a world-class Data Centre facility to host PHA's ICT infrastructure.
- To maximise PHA's Business Continuity and Disaster Recovery capability between the Data Centre's premises

The organisation needed to upgrade its ageing infrastructure and optimise its existing resources to create a robust, efficient environment which is fit for purpose, allowing more time to focus on development of their ICT infrastructure as a business differentiator. The objective was to provide the organisation with a solution which had been specifically tailored to meet all business needs and provide protection of sensitive company and tenant data within a secure environment. A major challenge for PHA was identifying a supplier they could work with, in partnership who was more proactive than reactive and could be relied upon to assist PHA 'without boundaries'. PHA, just like many organisations, went to the market through tender invitation and chose Castle to provide their Castle Private Cloud solution. This solution met PHA's demands in providing:

- A Fully Managed Service providing a 'Single Point of Contact' for all ICT issues
- 24 x 7 x 365 Monitored and Maintained Infrastructure
- Highly Secure, Monitored and Managed Infrastructure
- Established ITIL Service Desk

- Future Proofed environment with assured access to the latest software versions via Service Providers Licencing
- Dedicated Account Manager
- Technical Account Manager

Castle worked closely with PHA throughout the transition from their traditional on-premise infrastructure into the Castle Cloud, ensuring a seamless migration with no negative impact for users. PHA put their faith in Castle to deliver the ultimate solution for their organisation, resulting in their IT Manager having more time to focus on core business priorities without distraction.

Why nominee should win

- Collaborative approach based on strong track record to fully understand customers' needs, providing a solution which meets operational needs and working patterns
- Management of the entire ICT infrastructure from an ITIL accredited service desk and coordination of 3rd party providers to provide a fully managed service to allow our customers to focus on core business without distraction
- High level of business continuity and resilience provided through Castle's innovative Watchdog™ system which proactively monitors the infrastructure 24 x 7 x 365 to identify if any hardware is operating outside normal parameters, allowing any issues to be quickly rectified