

Amey

Application Hosting Managed Service Provision

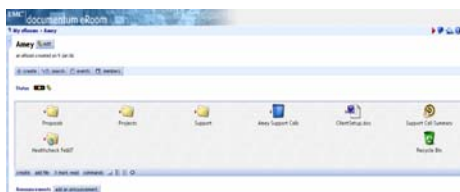


"Chapter 26 provides an excellent managed service and responds positively and quickly to new functionality requirements. This gives our organisation the agility to continually improve the service that we provide to our clients."

David Bracher
Application Development Manager



Amey Application



Background

Amey is one of the UK's leading support service partners, specialising in the outsourcing of sustainable business solutions. Last years turnover was £1.310 billion. Amey is part of Ferrovial, one of Europe's largest infrastructure and services groups, which brings with it the strength and additional capabilities of a world-leading organisation.

Amey works in partnership with customers and other infrastructure organisations across the aviation, central government, defence, education, local government, rail and strategic highways sectors. These joint ventures and partnerships deliver infrastructure projects which require tools and systems to support collaboration across vast organisations, territories and environments.

Application Hosting Requirement

Amey had selected eRoom from EMC as a technology to assist in the project collaboration process at the heart of many of their infrastructure projects. eRoom is a very initiative and secure tool to support project and other collaborative working environments. However, Amey was looking for an organization to host the eRoom application and, moreover, meet the following important criteria:

- Real application (eRoom) expertise
- Local support services to provide improved response to support queries
- Ability to develop the systems for new requirements as required
- Provide the required Service Levels and security standards
- The right Total Cost of ownership model
- Provide advice to maintain the application to optimal performance
- The experience to migrate the current system from the US to the UK

The Solution Overview

Amey selected Chapter26 as the MSP to host the eRoom application as it fulfilled all of Amey's criteria. Chapter26 specialise in EMC Documentum and eRoom technology and has many years of experience in the implementation, data migration and support of eRoom systems. The Chapter26 Data Centre is based in the UK with the Support team based in the Birmingham area geographically close to the Amey HQ.

The Managed Service can be adjusted to meet business demand and Chapter26 has been providing both 'prime time' and 24 x 7 cover for Amey at the require times.

Summary

"The Chapter26 managed eRoom solution met our organisation's collaborative functionality needs and enabled the consolidation of a number of other products into one service. The speed of delivery and relatively inexpensive cost has improved the agility of the organisation to collaborate across multi-disciplinary teams in both business development and operational environments. "

David Bracher
Application Development Manager

Chapter26 Application Hosting (MSP)

Chapter26 is a specialist solutions provider in the area of secure collaboration systems and specialises in Documentum, eRoom, BEA & Microsoft Sharepoint. Whether your company is looking to implement one of these technologies quickly and cost-effectively or is looking to outsource existing systems, Chapter26 Application Hosting could be the solution.

Chapter26 Application Hosting offers a complete full cycle service including:

- Application set up
- Application transfer
- Application development
- Secure resilient Infrastructure
- Proactive system monitoring
- SLA & SLG
- Onsite & remote technical & user support
- Change Management
- Training
- Data Backup & Archiving

Data Centre Facility

Chapter26 application hosting facility is based at Global Switch, London. The facility is one of the best in the world and provides a range of services from being a data centre, providing data storage and disaster recovery rooms, through to telecommunications environments ideal for voice and data transmission and co-location.

The facility provides diverse, redundant levels of power, high capacity cooling and fire suppression systems to create an environment that remains permanently operational. Other building characteristics include raised floors capable of accepting high floor loadings and greater-than-average floor-to-ceiling heights. Underpinning this is an N+1 design philosophy, which ensures the back-up of all key services, together with the provision of sophisticated security systems and dedicated 24x7x365 facilities management staff.

Security and Access

Perimeter & Building Security

24 hour manned car park with barrier entry control

The accommodation is manned 24 x 7 x 365 with a security force. The guard station is hardened. Camera presence outside the building. All doors are monitored. Access to all areas of the accommodation is via card readers/palm readers and principally the main entrance revolving man-trap door.

Data Suite Security

CCTV , 24x7 Recording, delivered over IP to NOC monitors

Individual rack keys

Hosting in 'Zones' (Co-location, Managed & Mistral Systems all separate)

About Chapter26

Chapter26 is a Specialist Solutions Provider which design, implement & integrate collaborative business environments through the secure management of content. Chapter26 is BEA Value Added Reseller, EMC Documentum Select Service Team, Microsoft, VMWare, Kofax & Sealed Media Partner.



Data & Application
Support Centre



Mobility Solutions
Information Worker Solutions



VALUE ADDED
RESELLER

