

"IT is Integral to all aspects of your company.  
Therefore our business is to make your business run smoothly."  
Robbie Smith MD, i-RAS Solutions



## Customer Quotes

# Case Study - i-RAS Solutions helps the Statistics Commission through a strategic IT outsourced partnership

## 1 Customer profile

The Statistics Commission is an independent public body. It was set up in June 2000 to help ensure that official statistics are trustworthy and responsive to public needs.

It operates independently of both Ministers and the producers of statistics; and it does so openly, with all its papers normally available publicly. Its key aims are to provide independent and reliable advice with a particular focus on safeguarding the interests of decision-makers who depend on official statistics and to help improve the quality and relevance of official statistics by identifying areas that require improvement.

## 2 The Challenge

Originally, the Statistics Commission shared offices with Partnerships UK. The Commission had its own desktop, server and Internet infrastructure which was partly supported through Partnerships UK. However, in March 2005 The Statistics Commission decided to relocate to new offices in Westminster, London and therefore needed to establish its own independent computing infrastructure from scratch. At the same time, the Commission wanted to be able to continue to concentrate on their business, and was looking to continue outsourcing IT service management rather than recruiting and managing a new team.

## 3 The Recommendation

Following a tendering exercise the Statistics Commission made a decision to outsource the design and implementation of their new infrastructure, as well as the subsequent management of their IT, to i-RAS Solutions. This decision was based on i-RAS Solutions extensive experience and low risk approach to implementing and managing IT systems and value for money. The first objective was to manage the office move and IT requirements whilst implementing an upgrade of existing systems.

The requirement for a new IT architecture was an ideal opportunity for i-RAS Solutions to implement the standards, policies and processes utilised for their Predict & Prevent method based outsourced support offering. These standards provided a rock-solid, reliable and scalable infrastructure, and also allowed i-RAS Solutions to automate many elements of their service delivery such as administration, application deployment, desktop builds and security management.

The initial stage of the project was to understand the Commission's IT and business requirements in detail, and then to design a solution which would provide the functionality to support the business and allow for scalability as they grew. i-RAS Solutions provided full end to end support and project management throughout the entire office move and IT infrastructure provision.



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### 4 The Result

The key to the success of the project was detailed planning and testing. i-RAS Solutions had to ensure that the new IT environment not only provided the correct functionality but was also fully integrated with the existing data, email and calendar information so that the business could continue to operate, unaffected by the changes and office move.

After i-RAS Solutions successfully implemented the new infrastructure, complete with new desktops and servers, Alison Eve, Head of Resources, at the Statistics Commission, said: "i-RAS Solutions undertook a major overhaul of our IT systems and migrated our entire IT estate, including our messaging system, over the weekend of our office move. All systems were operational on the first day at our new offices, ensuring that our business was unaffected by the large scale change in technology".

In order for the technology to be managed to the agreed service levels, a Remote Monitoring System was implemented, backed-up by regular on site visits to act as a communication link between the i-RAS Solutions Help Desk and the Statistics Commission. This "Predict & Prevent" methodology proactively monitors the health of the network and servers, and ensures that the systems are optimised to provide maximum reliability and availability.

Desktop support is provided by the i-RAS Solutions Help Desk team, who are able to use native technology to take remote control of a computer and effectively supply to the end-user the solution to their query. The combination of always available Help Desk support and On-Site visits effectively provides an IT department at a fraction of the cost of an in house team.

"By taking ownership of the numerous tasks associated with IT Service Management, using reliable and proven standards, and managing technology utilising ITIL best practice we are able to deliver a very high quality service at an attractive price", says Robbie Smith, Director, i-RAS Solutions.

i-RAS Solutions has been working with the Statistics Commission for over two years and have recently built a comprehensive Content Management Web Site for them. Alison Eve adds "i-RAS Solutions are our strategic partners for IT, and outsourcing takes away the distraction of IT allowing us to concentrate on our core business".



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