

Case Study Shared Resource Service (SRS)



The South Wales Shared Resource Service works in Partnership with Workspace Technology to Provide Comprehensive Engineering & Support Services

Shared Resource Service (SRS) is a collaborative ICT provision in South Wales that provides ICT services to a number of public sector organisations.

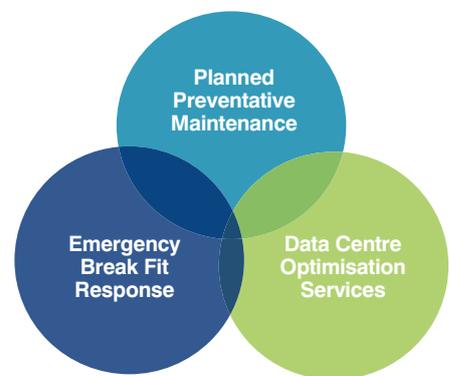
The SRS is the largest and most successful local Government Shared Resource Services facility in the UK. The original data centre was developed in partnership with Workspace Technology in 2009/2010 creating four state of the art data halls used by the wider Welsh Public Sector.

SRS is at the forefront of data centre services for Wales and provides services for an impressive and growing list of organisations from across the Public Sector. Customers include Gwent Police, Torfaen CBC, Monmouthshire CBC, NWIS and Swansea University.

The Challenge

The strategic aim of the SRS organisation is to deliver effective ICT services from a single combined unit and operate as one shared resource. With priorities focused on delivering ICT support services, there was a requirement for an expert data centre partner to help support the mission critical infrastructure.

The failure of mission critical or data centre infrastructure would have a serious operational impact on SRS customers. It was therefore essential for SRS that a Data Centre specialist with the ability to provide comprehensive support services be selected to ensure uptime and availability of their facility.



Standards & Accreditations





Partnered Solution Service

Workspace Technology has entered into a long-term pro-active partnership with SRS to provide mission critical PPM and Break Fix Call Out, supporting the data centre's physical infrastructure including; Cooling, Fire Suppression, UPS, Gensets and all associated systems.

Our enhanced service packs provide a range of additional specialist services including power optimisation and remote monitoring. Other professional services include the deployment of our Data Centre Equipment Lifetime Evaluator Tool which can reduce instances of unplanned call outs, reduce maintenance costs and improve the resilience and availability of clients' Data Centre Services.

The Benefits

Planned Preventative Maintenance

Workspace Technology delivers SRS Planned Preventative Maintenance (PPM) scheduled services to all installed equipment throughout the data centre halls. Performed by experienced engineers Workspace Technology's Maintenance & Support Services team helps SRS to ensure that their equipment is operating correctly avoiding unscheduled breakdowns.

Enhanced Planned Maintenance Services

The service plan includes a number of enhanced maintenance options helping SRS maximise emergency power system availability.

Call Out Cover

Workspace Technology's Maintenance & Support Services provide a Comprehensive Break Fix Callout Service for all SRS critical equipment.

Site Spares

As part of the service contract Workspace Technology provides a range of strategic 'Site Spares' for SRS. This approach has significantly improved the meantime to repair providing field service engineers with instant access to replacement parts.

SRS now benefits from complete peace of mind knowing that their mission critical infrastructure is being professionally maintained, operating efficiently and is in a safe hands by data centre experts who are available 24/7/365.

Service & Integration Partner

Workspace Technology's Maintenance & Support Services (MSS) division delivers a comprehensive range of expert 24/7 service, support & optimisation plans for SRS. The strategic service goals of Workspace Technology include:

- Delivery of Holistic Mission Critical & Data Centre Support Services.
- To Improve Operational Efficiencies and Reduce Risk
- Maximise SRS Assets
- Provide SRS with Effective Change Management
- Fulfil Service Level Objectives
- Optimise SRS Data Centre & Power Performance

Workspace Technology's MSS team delivered unprecedented levels of expert help 24/7 through planned preventative maintenance, emergency callout and optimisation services.

Interested in finding out more?

Our friendly team are on hand to take your call on **0121 354 4894** or send us an email at sales@workspace-technology.com

www.workspace-technology.com