

Tideway selects Advanced to support London's £4.2bn 'super sewer'

Our managed service contract with Advanced will provide support to the 2016 Thames Tideway Tunnel.



Background

It was recognised that London's Victorian made sewerage system was no longer fit for purpose. To tackle the problem of overflows and protect the tidal River Thames from pollution, we decided to undergo the largest infrastructure project by the UK water industry,

We at Tideway are a licensed Infrastructure Provider constructed to finance, build, maintain and operate the Thames Tideway Tunnel. The £4.2 billion 'super sewer' stretches 25-kilometer with the aim of preventing around 39 million tonnes of untreated sewage being released into the tidal River Thames every year. With a diameter of 7.2 meters and a depth of 70 meters below ground, the Thames Tideway Tunnel became the deepest and longest tunnel ever constructed in London.

A dependable solution

We knew that for such a vast task we would need support in order for us to focus on construction rather than back-office maintenance and manual administration. Alongside this, at least 400 staff members would need access to the system both mobile and desk workers. Assurance that our systems will be maintained was therefore essential to allow us to keep working on the task at hand.

A further difficulty arose when we recognised we needed a second office which would also need access to servers. This also meant that the system needed to be scalable as users could fluctuate anywhere up to 2,000 members.

The short time frame allocated to this task posed various challenges. However, we were unwavering in finding a solution that would suit all of our needs.

After careful consideration and a competitive tendering process we chose Advanced to manage our IT services. They developed a flexible Cloud-based platform securing our digital future and allowing us to grow over the coming years.

The Platform as a service (PaaS) offered by Advanced improved network security (ensuring we achieve ISO 27001 security compliance), efficiency and collaboration for our staff.

Alongside this, Advanced provided a portfolio of 24/7 mission critical managed services across all desktop applications and mobile/tablet devices. This service included a range of core business systems including finance and HR. The solutions were hosted within their tier III data centre.

Client >

Tideway

Sector >

Construction

Project >

Managed services to support the build of the Thames Tideway Tunnel

Tideway selects Advanced

Robin Johns, our Head of IS at Tideway comments, "As the largest infrastructure project ever undertaken by the UK water industry, it goes without saying that we need extremely secure and cost-effective managed services. Advanced stood out as being a respected supplier who implicitly understood all of our requirements and could deliver best value."

Flexibility and longevity

Advanced provided a managed service desk with support engineers based in our project offices and their London location. The service desk offered technical support and assistance to ensure our IT services continually met business requirements.

Robin comments, "Having a flexible and reliable platform allows us to create a long term IT strategy leading up to and after the completion of the tunnel, in addition to increasing staff productivity."

Allowing us to stay on task

Robin continues by saying, "A key factor in the success of the project has been the close relationship and partnership between Advanced and Tideway based on value and trust."

Regarding the project, Neil Cross, a Managing Director at Advanced says, "We are delighted to have been entrusted to support Tideway to deliver one of London's biggest infrastructure projects which will bring major environmental, health and economic benefits to London. Winning this highly competitive contract highlights Advanced's continued growth and underlines our position as one of the UK's premier managed service and cloud providers."

Thanks to the support from Advanced the project was completed on time and within budget. Our partnership with Advanced has been so successful the project has been nominated by the BCS and Computing's annual UK IT Industry Awards 2016 in Project Excellence.

Robin concludes by saying, "This award shortlist is recognition of the strong partnership we have developed with Advanced and the success already achieved. It goes without saying that we need secure and cost-effective managed services. Advanced stood out as being a respected supplier who understood all of our requirements and could deliver best value. We are already achieving significant savings and we have positively transformed how we work to increase staff productivity."

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Robin Johns >
Head of IS >
Tideway

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