



ISS UK Orchestrates a New Era of Network Agility

ISN delivers up highly adaptable and secure high availability enterprise and next-generation connectivity services

About ISS UK

Founded in Copenhagen in 1901, ISS has grown to become one of the world's leading facility services companies, with a market presence in over 50 countries across Europe, Asia, South America, North America and Australia. Serving both public and private sector customers, today ISS offers an extensive choice of Integrated Facilities Services designed to enable organisations to get on with their primary business.

With over 45,500 employees, ISS UK partners with customers on single, multi or integrated services from a portfolio covering the full range of facilities including – cleaning, office support, property services, catering, security and facility management. In addition ISS UK have an impressive list of blue chip clients, providing specialised services to the healthcare, transport and food manufacturing sectors.

The Challenge

An intensely customer-focused business, ISS UK prides itself on delivering services that adapt fast to changing needs. IT operational responsiveness and agility are a primary requirement for an organisation that needs to interconnect with its core customers and partners and enable day-to-day business as usual services at almost 400 sites.

The UK network serves up connectivity to 20 regional offices and numerous customer facilities and supports a wide variety of services – everything from employee payroll to on-site office food and hospitality EPoS.

As one of the largest businesses in the group, the UK operation typically leads the way when it comes to initiating innovative new technology services. But dependency on the ISS group's primary IT platform meant implementing new initiatives and tools was a protracted and time-consuming process. Initiating new connectivity services for thousands of users – when a major contract came online, for example – could also take months to administer.

To respond quickly to customer demands, the UK IT team wanted to spin-up a dedicated UK data centre and network gateway to serve the needs of UK users. Alongside delivering the flexibility, the UK commercial operation require the new infrastructure platform to enable new web and mobility services to be initiated at speed.

To help make its vision of agile IT a reality, ISS UK wanted to work with a partner that could implement and secure its IT environment, enabling deep connectivity to the global group platform alongside UK-wide VPN services to both ISS-UK sites and multiple client locations.

“We were looking for more than just a functional relationship,” explains Graham Woods, Group Business Systems Manager at ISS UK. “We needed a highly responsive IT provider that was technically competent and experienced in the resolution of real-life problems that a complex, multi-faceted business such as ours encounters.”

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The Solution

Tasked with overseeing the set-up of the new co-located Data Centre, ISN implemented the core network and fast IP connections that served the requirements of the UK business, along with the VPN services responsible for transporting data and services to customer sites. A secure gateway delivers the international breakout the UK business needs to connect to the global platform. The entire environment is protected by a next-generation network firewall, alongside highly adaptive security appliances, application controls, advanced malware protection and application control and intrusion protection.

“Connectivity and security are a priority and our customers depend upon us to operate at the very highest levels when it comes to enabling them to address compliance responsibilities. To this end, we now depend on ISN to monitor and manage the entire environment, ensuring that it’s optimised and aligned to our strategic business and commercial needs,” continues Graham.

The initial Data Centre implementation project was completed in just five weeks – making it possible for ISS UK to unify its resources and take control of the rapid provisioning of new services at a pace that meets the needs of customers.

“Today we can make immediate changes, test these and then make services live – in impressive short timeframes,” says Graham. “We now have a dependable high-performance connectivity platform that’s highly extensible and allows us to move at speed.”

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ISN solution

- Data centre, firewall and corporate security services
- VPN connectivity services
- Engineer and implement a secure core network and gateways
- Cabling, IT engineering resource for the set-up
- Data Centre monitoring and support

Benefits

- Uninterrupted connectivity with lots of bandwidth
- Scalable and easy to configure network infrastructure
- End-to-end secured environment



Results

With enhanced connectivity and IP capacity in play, ISS UK is now well positioned to future-proof its operations for the foreseeable future. Thanks to ISN, ISS UK now has enhanced visibility of the estate and the end-user experience.

“ISN proactively monitor network and application traffic and give us deep business intelligence on the network – what’s happening and how it is performing. This is critical, not just for day-to-day operations, but for supporting capacity changes as well as ensuring network integrity and policy compliance,” says Graham.

ISN is now helping ISS UK to leverage and implement a hybrid-cloud environment that will enable yet more agility - enabling ISS UK to plug in new services on demand, without unnecessary complexity.

“ISN don’t deliver ‘cookie cutter’ solutions. They are truly engaged and interested in helping us surmount the challenges we face and will go the extra mile to innovate and deliver. Their deep understanding of who we are and how we seek to serve our customers, means they develop solutions that provide the most value to the business,” explains Graham.