



NG Bailey

# IT *Services*

***Transforming connectivity to build better businesses, empower people and enrich lives.***



# Introduction

We live in an uninterrupted, always-on hyperconnected world and this is now a reality for us as individuals, consumers, and businesses. Our IT Services team aims to deliver integrated IT infrastructure and managed services which transforms what's possible in connectivity, data management and analysis. From iconic buildings and national landmarks to trailblazing projects in all sectors; we are working hard to enhance the performance of organisations and public institutions everywhere.

Over the past few years, we've seen the technology and sectors in which we operate change, and we are now set to embark on the next chapter of our journey, primarily driven through a new three-year growth plan, which aims to accelerate annual revenues to over £40m by 2024/25.

It's an ambitious vision, but by working with customers across our five key sectors of defence, healthcare, commercial and data centres, entertainment and venues, and infrastructure we are confident we will achieve our goal.

Our IT Services offer is more than simply providing services to buildings and dealing with wires. People are at the heart of everything we do as we transform what's possible through connectivity to build better businesses, empower people and enrich lives.



**Kelly Tedesco**  
*Managing Director,  
IT Services*

# We are a global leader in integrated IT infrastructure and managed services.

Transforming what's possible in **connectivity**,  
**data management and analysis**.

We achieve this through **unrivalled technical expertise**, a **consultative approach** and the **unmatched end-to-end capabilities** that come with being part of the **UK's largest independently owned engineering and services** businesses.

It's why  
we're  
**trusted**  
by



# What do we do >>>

With **market-leading capabilities** across health, defence, commercial and data centres, entertainment and venues, education and infrastructure projects, we're **transforming the IT infrastructure of global businesses and organisations** with a range of technology and management solutions and services.



**Seamless and flexible Wi-Fi and private 5G networks**



**Digitalisation and integration of IT and data systems**



**Unified Communications**



**Ofcom and network operator approved EV charging solutions**



**Structured cabling**



**Electronic Security**



# How do we do it? >>>

We take a **consultative approach** to **understand the challenges and opportunities** that exist within a customer's organisation.



► **Working in partnership**, often with our engineers embedded within the client team.



► We **develop solutions** that deliver tangible benefits transforming how they work and what they can achieve through **connectivity and data management**.



► We then **manage and support** that infrastructure to develop, enhance and **maximise those benefits now and for the future**.

# Case Study: EV Connectivity

Our *electric vehicle infrastructure offer* is meeting the increasing needs of businesses and wider society looking for vehicle charging solutions as part of the *drive towards a cleaner, greener and more responsible energy future*.

 **Bespoke**  
Wi-Fi connectivity

To forecourts and car parks we are keeping vehicles moving and data flowing by supporting all forms of connectivity – from charging to remote and mobile communications.

 **Easy**  
user access

Leveraging expertise and skills from our Engineering and Services teams, we provide a complete service, from consultation through to installation and ongoing maintenance.

 **Secure**  
cellular coverage

Our market leading dedicated electric vehicle business unit is in response to sales of electric vehicles continuing to increase as part of the Government’s commitment towards net zero emissions by 2050, and the phasing out of new petrol and diesel case sales by 2030.

 **Complete**  
end-to-end delivery

New legislation also requires new build homes, workplaces, supermarkets and buildings undergoing major renovations to install electric vehicle charging points from later this year.



## Our IT Services experts boast a range of EV cellular and network connectivity innovations for car parking areas.

**These** include:



Enabling external cellular services from all of the major mobile operators to be distributed across parking bays with EV charging units, boosting areas with no or limited mobile network coverage due to the enclosed nature of common car parks. Users can access charging points via smartphone apps or can make contactless card payments at the units themselves.



Developing and deploying a fully owned solution that utilises a bespoke Wi-Fi network for electric vehicle charging points. Utilised primarily by businesses for their staff or in privately managed car parking areas, the connection supports app or contactless payment with the user connecting via the new Wi-Fi connection.

**Both these innovations work within any environment and can be configured to suit the operator or owner’s individual needs.**

**All cellular connections are secure and managed by NG Bailey IT Services.**

# Case Study: Defence Business Internet

Defence Business Internet **(DBI) is a flexible working solution** for the **Ministry of Defence**, providing **Wi-Fi infrastructure** and mobility solutions to let people **work anywhere, at any time**.

It means that when army, navy, or RAF service men and women are at their desk, on the base, or elsewhere, they'll always have access to business grade Wi-Fi.

Through our main contractor BT, we were tasked with installing business grade Wi-Fi and enhanced connectivity across a range of sites. There was a requirement to deliver these at short notice due to tight client deadlines and budgetary obligations.

## Key benefits:



Enhanced connectivity



Relevant security clearances



Ability to meet tight deadlines



## Our capabilities and experience in the defence sector, including holding the relevant security credentials, and track record of delivering complex services at pace were key to our appointment.

Close collaboration at the design stage, including the identification of buildings and assets to have Wi-Fi installed, enabled us to deploy multiple teams quickly and seamlessly to deliver new connectivity.

We not only met strict defence standards but surpassed our client's expectations.

The expert solution from our IT Services experts means that army, navy, or RAF service men and women can work more flexibly and have greater freedom of movement – improving operational readiness.



Wherever they are located – on site or off site - they can share information quickly and communicate more effectively, as well as cut down on wasted time and frustrating processes.



Improving connectivity by meeting modern needs also helps attract and keep the best people for our armed forces.

# Case Study: Leeds Community Healthcare NHS Trust

**Leeds Community Healthcare NHS Trust** supports a workforce of more than **300 staff**, including nurses, therapists, pharmacists and clinicians.



**Bespoke**

Improved patient outcomes



**Easy**

Enhanced flexible working



**Secure**

Minimal disruption in live environment



**Complete**

Universal connectivity

It provides a range of community-based health services for adults and children across the Leeds area and offers high quality healthcare in the most appropriate setting for its patients. These include in their own home, at a local health centre, or a community hospital.

With the evolving needs of both patients and staff, the Trust recognised it needed to transition from legacy systems, including phone, internet and hardware to improve communications, as well as overhaul ageing physical infrastructure.

The Trust turned to the IT Services expertise within NG Bailey, knowing that we have a close understanding of complex healthcare settings, alongside an unrivalled track record of technical innovation, and the capability and expertise to successfully handle projects of complexity and scale.



## The scope of the project was to migrate from the Trust’s current Mitel UC model with multi-site hardware operation and legacy ISDN services to a modern cloud delivered solution with full SIP connectivity.

We played a leading role in supporting Leeds Community Healthcare NHS Trust to achieve the project’s goals through the development of a private cloud platform, with all unified communications services, incoming and outgoing calls hosted by NG Bailey across our data centre network.

Our work included successfully connecting the telephony platform to new SIP services across our data centres and then back into the Trust’s private network via two new circuits. This included the deployment of Cisco network routers and firewalls, switching capacity to deliver the new services and managing third party network providers as part of the integration.

Maintaining positive patient outcomes during the installation was vital. To ensure there were no unplanned disruptions to the daily operational functions of the hospital we successfully migrated the systems over one weekend. Patient care was maintained throughout.

Benefits of our unified communications solution have included reducing network congestion, enhancing flexible working provision, improving communications between staff, de-risking infrastructure and bettering patient outcomes.

It is an innovative approach and solution now being led by NG Bailey IT Services in partnership with other organisations to improve performance and care across complex healthcare settings.

# Case Study: Tesco

*Tesco's data centres are crucial in providing services* such as online shopping and banking to its millions of customers across the UK, Europe and the United States.

In order to provide customers with the ongoing confidence that Tesco can deliver for them, it is also crucial that its infrastructure works.



**Improved**  
customer  
experience



**Business**  
continuity and  
disaster recovery



**Integration**  
of IT and data  
systems



**Designers**  
and engineers  
embedded

Under a long-term managed services agreement, we were an important and trusted partner to this leading retailer across its key data centre network, improving connectivity and data management.

We installed high density fibre optic trunk as well as servers and switches, including Dell, Arista and Cisco. We fully updated Nlyte data centre infrastructure management assets alongside iPatch connections.

A key benefit of these services was the enabling of any asset to be easily located between individual data centres and patching reports subsequently produced. This greatly reduced the time needed to locate and deal with faults or build new circuits.



**Tesco also needed to know it had the confidence to turn to a team it could trust if things went wrong. With unrivalled technical expertise, we not only provided this capability and reassurance, but as part of the NG Bailey Group, the UK's leading independent engineering and services business, offered added value through our scale and wider capabilities.**

This included providing onsite support at Tesco data centres in Watford, Croydon and Shire Park, as well as call-out services at satellite IT equipment rooms in Slough, Dundee and Dublin.

Our flexibility, speed and scale meant we provided support ranging from 24/7 onsite teams to Monday to Friday business hours presence, depending on the site and service need, proactively assisting Tesco and supplier engineers.


## **Additionally we**

- Planned and managed the physical upgrade of IBM Z13 to Z15 mainframe infrastructure,
- Delivered new hardware to support Tesco's private cloud,
- Designed and deployed a power monitoring platform at Tesco's Croydon Data Centre, which has optimised the use of available floor and rack space.
- Whatever the requirement, we gave Tesco the confidence it needed to perform and its customers the connected infrastructure to enhance their experience.

# Case Study: Nationwide Building Society

*As a leader in integrated IT and managed services* in the commercial and data centre sectors, we transform what's possible in connectivity, data management and analysis.

A standout example of this expertise in action is through our work with Nationwide Building Society on behalf of its main client BT.

 **24/7 Business**  
continuity and  
disaster recovery

 **Partnership**  
Approach

 **Technical**  
expertise

 **Positive contribution**  
to client objectives

As the world's largest building society with around 700 branches, faultless and seamless access to data is essential for Nationwide and its more than 15 million members.

Utilising our extensive experience and understanding of the sector, we provide 'always on' 365 day a year support – including onsite - across the mutual's networked data centres.

This gives both BT and Nationwide Building Society the benefit and comfort of knowing there is onsite technical support provision available at all times.

Under a long-term and ongoing partnership running until 2025, our scope of work includes providing comprehensive support of the network, delivering security requirements and structured cabling elements – including high density fibre optic trunk installation - of the Nationwide Building Society infrastructure.



**A key element of the programme includes identifying and rationalising the data centres' operating network infrastructure, including Cisco Nexus 7000 modular switching systems and the upgrade of more than 40 Nexus 5000 switches.**

**Additional services include:**

- ✓ **The installation of a secure and dedicated** Out-of-Band management solution and other storage area network switch upgrades.
- ✓ **As well as the benefits of our unrivalled technical expertise**, leading delivery and rapid response resources, this long-term project has created employment opportunities for people local to the data centre network.



# Why we are the partner for you!



## ***We build better businesses***

Through instant data access and analysis built around our customers' needs, we not only enable revenue generation and growth but provide built in resilience and reliability.



## ***We empower people***

In today's rapidly changing world, people are at the heart of everything we do. Through our cloud-based unified communications, we help people to work from anywhere or just stay in touch creating more meaningful relationships and better-informed business decisions.



## ***We enrich lives***

From enabling joined up digital patient care, powering virtual content at concerts and creating the flexible working conditions to improve work-life balance, we are helping transform how people experience the world.

# ***Working together for positive impact***



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