



St Katharine Docks

Overview

St Katharine Docks offers great facilities in an iconic setting. As the only central London marina. Visitors can enjoy the unique experience of sailing up the Thames and mooring right next to the Tower of London and Tower Bridge.

This prestigious landmark has a staggering yearly footfall of 5.18 million people. It is a thriving home for communities and businesses with a rich history, eye-catching scenery and exciting events.

Requirements

What Onsite Technologies encountered were deep seated issues within a site that had not been looked after particularly well by the previous facilities management company. We immediately realised the systems were causing issues and held meetings with the internal staff who were most familiar with the problems. These key workers had become increasingly frustrated with the overall performance of the systems which were in desperate need of some TLC.

From our initial surveys we reported that the site's IT infrastructure was in a poor state with a mixture of old PC hardware and a phone system only provided the simplest of functionality. All of these factors were having an adverse effect on the day to day management team's ability in running this prestigious site and no documentation on any of the sites was available. After a number of informative site surveys and collaboration of inside knowledge Onsite Technologies were able to provide an informative proposal detailing the sites existing assets and a yearlong logistical upgrade roadmap.

Challenge

After the initial site survey Onsite Technologies went to long lengths to understand the business processes and requirements of the Facilities Management Team. It was important for the management team to be able to communicate with the various buildings on the estate and to have a central repository for file storage which did not increase internet traffic.

The new Facilities Management team appreciated that the old systems were not up to scratch, but they were not just looking for a working system.

They wanted a partner who could raise the bar and use their expertise to offer advice and ideas on how to integrate the sites and improve productivity



Meeting the Challenge

Onsite Technologies had the capability to support all the systems and technologies that were in use and had a proven track record of delivering excellent levels of service to other sites in the real estate sector.

A new Network Attached Storage device was connected to the network and setup for use with Windows backup. This is now used as the onsite backup device for quick restores in the event of a file being deleted by mistake or server hardware failure. In addition off-site (Cloud) file share backups were setup using the Asigra Cloud Backup service. In the event of total loss of Subscribers network a hard copy of the customer's data shares will be sent to site on a next business day delivery. This service is backed with 99.9% up time and data is replicated in a secondary data centre.

"Onsite have been able to introduce some immediate solutions to help steady the ship and have managed to rectify a vast range of problems by replacing the PC's and switching infrastructure"

Blackstone felt it was important to enhance the image of Saint Katharine Docks and opted to replace all of the desktop computers. Onsite technologies were able to add these new computers to the existing domain and standardised the software used across all of the computers. In addition to this email and exchange services were moved into the cloud via office 365 reducing the load on the server. Onsite Technologies were able to migrate the email data over to the new platform whilst safeguarding the integrity of the core Microsoft operating systems and productivity applications in use by the management team.

Onsite Technologies also introduced a new switching infrastructure to help stabilise the systems and provide a more scalable solution that would drive a more technically advanced capabilities. Using Meraki switching infrastructure Onsite Technologies are now able to offer a new wireless deployment and allow for a Mitel phone system to be deployed over the new switching infrastructure, accessing all of the buildings within the estate

With more efficient and reliable platforms in place, Onsite Technologies got on with the job of making sure that the St Katharine Docks team could get on with running the estate efficiently. The infrastructure is fairly complex and it supports a number of diverse applications and services. Onsite Technologies makes sure that it is always on top of any potential issues.

Quotes

Steven Wallace-Jones, Estate General Manager says:

Choosing our new IT provider was a complex process. We went to great lengths to find a service provider who could not only fix the problems we were having, we also needed someone we could trust with the ongoing support and maintenance of the site. In the end Onsite Technologies was quite an easy choice and

