# **St Katharine Docks Case Study**

**By tackling the challenges head on Onsite Technologies have enabled the various teams at St Katharine Docks to have a stable and well connected network to provide an efﬁcient service to its clients.**

## St Katharine Docks Background

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.St Katharine Docks has recently been taken over by Blackstone and immediately it was obvious that the IT systems have been subject to neglect for quite some time.

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

Comments from Stephen Wallace-Jones, Saint Katharine Docks General Manager, “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 we held meetings with the internal staff familiar with this site issues who had become increasingly frustrated with the overall performance of the systems on site.”*

## Managing Expectations and Raising the Bar

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 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 also use their expertise to offer advice and ideas on how to integrate the sites and improved productivity.

“Choosing our new IT provider was a complex process” says Stephen Wallace-Jones. “We went to great lengths to find a service provider who could not only fix the problems we were having at the time, we also needed a company we could trust with the ongoing support and maintenance of the site. After a long sales process and reviewing a number of tenders, we found Onsite Technologies ticked all of the boxes and their IT road map was well prepared and methodical. In the end it was quite an easy choice and we are happy with the way the relationship is progressing”

In the IT roadmap created by Onsite Technologies, the management team had the option of introducing new core services in the order which they felt was most important to them. These are listed below in the order of customer importance.

* Backups Strategy
* Upgrade and Standardisation of Desktop Computers and Software
* Core Network with Fibre Links Between the Buildings
* Introduction of Cloud Email Platform
* New Phone System
* Server Infrastructure Improvements

## Project Implementation

Onsite Technologies had the capability to support all the systems and technologies that were in use and a proven track record in delivering excellent levels of service. The Management team understood from the proposal that the main areas which needed fixing and proceeded with the below items in phase one.

A new network attached Storage device was connected to the server 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. This is now used as the off-site backup platform used events such as fire or flood.

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 migrated 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.

As the relationship and trust between St Katharine Docks and Onsite Technologies has grown, talks have started to review and implement the remaining items listed within the original IT roadmap.

Stephen Wallace Jones said *“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”*

## Summary

Onsite Technologies is providing support and maintenance services to the Saint Katharine Docks.

The contract covers:

* Office productivity applications including a high end business server, security software and Office 365.
* Cisco Meraki network infrastructure – including supporting the end points
* Mitel Phone System support

Onsite Technologies provides:

* Ongoing support and maintenance with a four-hour guaranteed response for high priority issues
* Pro-active preventative maintenance with a senior engineer overseeing all of the IT tickets logged.
* Consultancy and advice for on-going IT and communications projects, including fibre longline team and riser management for tenants moving into Saint Katharine Docks.