



## **High Speed 1 Outsource IT Services to BSG in Three Year Deal**

*Rail management company High Speed 1 has contracted Business Systems Group to provide a Hosted Solution for their IT Services and Applications*

**LONDON, 10<sup>th</sup> June 2008** – Business Systems Group Ltd. (BSG) has today been awarded a major IT outsource contract by High Speed 1 (HS1), who are responsible for the management of the high speed rail link between St Pancras International and the UK entrance of the Channel Tunnel.

Worth in excess of £750,000 over the next 3 years, the BSG contract will provide a full 24x7 managed service for the HS1 management team's IT infrastructure initially supporting 140 users across four separate locations.

Additional assistance has been provided by BSG in temporarily re-locating HS1 to its own premises whilst HS1's new Head Office is completed. This has enabled HS1 to vacate its current location on schedule and provided easy access to its new systems, thus simplifying the migration process whilst ensuring the business could continue as normal.

Critical to HS1's selection of BSG was their ability to provide a rapid and flexible service to increase IT efficiency, decrease costs and to enable HS1's IT infrastructure to be sufficiently flexible to meet potential changing business demands.

Graham Gunn, Head of Corporate Services at HS1 says "BSG are the right size and fit for HS1 in the right location (both head offices are just over a mile apart in London) to provide a tailored IT managed service. Consequently BSG will act as an 'IT shepherd' for HS1 on all IT related matters."

Graham continues "In an ever changing business environment, we need to work with a Managed Services partner that can offer us a flexible service that is able to adapt to the way we work allowing us to deliver a first class service to our customers."

BSG have designed a scalable and resilient service, based on VMware technology, to provide a multitude of services, including hosting, managed email using Microsoft Exchange 2007, VoIP and an Application Server to facilitate the Finance and HR Applications. This environment is attached to the BSG Guardian Shared Storage and Backup infrastructure to allow data growth at a predictable cost whilst being securely protected to ISO27001 compliant standards. The entire environment is fully monitored through BSG's proactive Sentinel Monitoring service, allowing most issues within the environment to be detected and remediated early before any significant service issues arise.

Overall, BSG will deliver all the required components under a Service Level Agreement (SLA) based on system availability and BSG will also provide desk side support based from their Network Operations Centre (NOC), which is located in City Road. All calls will initially be directed to BSG's 24 x 7 Service Desk, which typically deals with over 75% of calls on a first time fix basis. Remote desktop access and engineer visits will be used for any calls not resolved on a first time fix basis.

Nick Gerard, BSG CEO, comments "Our job, as the Managed IT Services partner to HS1, is to deliver a flexible, innovative and professional service that removes the IT burden whilst enabling efficient, mobile and flexible working."

**END**

**About Business Systems Group (BSG)**

Since 1987, Business Systems Group (BSG) has been supporting dynamic organisations to align their IT services with their business requirements. In their market place, the breadth of product and service offerings BSG provide makes them unique. This allows them to engage effectively at all levels within an organisation to design, deploy, operate, and improve IT services that are essential to any business. This approach ensures that the technology deployed by their customers is viewed as an investment, and not a liability.

BSG has developed its capabilities to provide managed services which are used to operate the infrastructure and application solutions that it designs and deploys for its clients. BSG achieves this through specialist sector knowledge which delivers quantifiable business benefit to its clients and their customers.

BSG's managed services have enabled companies like Morgan Sindall, The Newspaper Licensing Agency, Charles Stanley and Intertek to become more efficient, reduce costs and to deliver a more effective service to their customers and members.

BSG partnerships and accreditations include: ISO 27001 Accreditation, ISO 9001 Accreditation, HP Enterprise Business Partner, IBM Premier Partner, Microsoft Gold Certified Partner, Sun Partner Advantage member, VMware Enterprise VIP Reseller, Cisco Premier Partner, Citrix Silver CSN Partner, JBoss Authorised Service Partner, NetApp Platinum Partner, and Oracle Member Partner.

For more information, visit [www.bsg.co.uk](http://www.bsg.co.uk) or contact Andrew Mellish on 020 7390 8606 or via email at [andrew.mellish@bsg.co.uk](mailto:andrew.mellish@bsg.co.uk).

#### **About HS1**

HS1 was delivered on time and within budget by London & Continental Railways. HS1 and St Pancras International were opened by HM The Queen on 6 November 2007.

In 1996, London & Continental Railways (LCR) was selected by the British Government to build and operate High Speed 1 and to own and operate the UK arm of Eurostar, the high speed international train service. HS1 is a major element of the Government's Public-Private Partnership programme, which enables important infrastructure to be provided for the benefit of the public sector while taking advantage of private sector management and efficiency.

For more information about HS1 please visit [www.highspeed1.co.uk](http://www.highspeed1.co.uk)

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