PSU Technology Group

QVIS

CASE STUDY ▶ Delivering a Hybrid Hosted & Onsite ICT Solution

Customer Needs	Solution	PSU Expertise
• ICT infrastructure that meets strict compliance needs • Scalability to meet future growth demands • Reliability • Short time scales for implementation	• Hybrid Hosted ICT Solution with flexibility to host service on and off premise • Efficient and agile virtualised ICT platform • Fully Managed Service with intelligent monitoring and out of hours support	• Highly experienced in delivering successful hosted Managed Service solutions • Specialists in virtualisation, connectivity and Next Generation Network technologies • Proactive and knowledgeable project management & Service Desk support teams

The Project

QVIS Monitoring was launched in 2014 to offer critical 24/7/365 alarm and "monitoring as a service" to businesses across the UK. The company monitors CCTV, personal care, fire and intruder alarms, where seconds lost impact personal safety and the security of their customers' business assets.

In just 3 months, QVIS required an IT infrastructure that would support their business at launch and be fully scalable for quick growth.

> " We needed a competent provider experienced with implementing solutions at green field sites, dealing with multiple suppliers and able to work with demanding compliancy and minimal downtime requirements.

Andrew Rawlinson, Operations Manager at QVIS Monitoring Ltd

cna comms national awards
Enterprise Hosted Solution Award
FINALIST 2014

PSU's Approach

PSU performed a full study of the requirements with QVIS, identifying options to deliver reliability, disaster recovery and performance. A Hybrid Hosted solution was recommended with some services hosted at PSU's datacentre and others at new datacentres set up specifically for QVIS.

1. The Solution

- 2 purpose-built ARC datacentres for hosting QVIS' own core operational software with co-location backup
- PSU datacentre hosting key communication software for multiple QVIS sites
- Fully Managed Service with a two hour response SLA – providing ongoing support, intelligent monitoring and business continuity
- VMware server virtualisation technology – to enable a fast and efficient response to increased customer demand
- Leased lines with secondary circuit failover – for improved network reliability
- VoIP using EFM connectivity - for increased voice resilience and scalability

2. Diligent Planning & Project Management

Careful resource planning, review and reporting were vital to keeping the project on track. Physical hardware was built and tested at PSU's HQ, enabling it to work seamlessly with all QVIS applications. The full operation including failover to the second data centre was initiated and tested 1 week before launch.

Award Winning

The project was recognised as one of the Best Enterprise Hosted Solutions in the UK by the Comms National Awards in 2014.

> " PSU's previous success of implementing integrated hosted solutions was key to why we selected them. They were the best provider capable of designing and delivering a solution with the necessary agility, scalability & resilience.

QVIS success

With the new infrastructure, QVIS went on to acquire 200 new customers in just a few months.

PSU's out of hours system support has also been essential in keeping the platform running smoothly during QVIS's busiest and most critical operating hours.

QVIS Monitoring is a subsidiary of Adata UK Ltd, one of the largest independent CCTV distributors in the UK, and hugely respected throughout Europe. Founded in 2014, QVIS Monitoring provide critical 24/7/365 alarm and "monitoring as a service" to businesses across the UK, which includes CCTV, personal care, fire and intruder alarms.

www.qvismonitoring.co.uk

PSU are a fully integrated ICT provider. We support our clients with solutions in hosted & managed services, cloud computing, unified communications including Mitel telephone systems & support, mobile, calls & lines, and internet connectivity.

www.psu.co.uk