CASE STUDY
CLYDE GATEWAY

Clyde Gateway, a leading urban regeneration company in Scotland, sought a scalable, fully-managed solution for voice, data, and infrastructure services across multiple serviced office locations in Glasgow. Faced with poor service delivery from a previous provider, Clyde Gateway required a reliable partner to support up to 150 tenant organisations with robust connectivity, flexible service options, and accurate, complex billing. KubeNet successfully delivered resilient, managed internet and voice serviceds, providing secure and segmented data solutions, hardware management, and tenant support, ensuring Clyde Gateway's business model could operate smoothly and efficiently across all sites.

THE COMPANY

Clyde Gateway is an urban regeneration company which exists to drive inward investment and improvement for the people and communities across the east end of Glasgow and South Lanarkshire.

Clyde Gateway is a partnership of Glasgow City Council, South Lanarkshire Council and Scottish Enterprise, with financial backing from the Scottish Government and have been identified within the National Planning Framework as Scotland's top regeneration priority.

OBJECTIVE

With multiple sites across Glasgow, Clyde Gateway required a solution provider to manage voice, data and infrastructure services to sites which operated on a serviced office model. With up to 150 tenanted organisations over these locations, Clyde Gateway sought a scalable, flexible service which would not only add value to their serviced offices, but would also provide fully managed support as there is no central IT team in place.

It was also important to the organisation, that due to Clyde Gateway's business model that sites could be removed and added as required, and be able to operate independently.

THE CHALLENGE

An incumbent provider had failed to deliver connectivity to these locations within agreed timelines and overall service delivery was poor, resulting in a number of dissatisfied tenants. Clyde Gateway operate within a competitive marketplace, and the reliable delivery of services to their tenants is of the utmost importance.

Importantly, as part of the lease agreements, services are delivered on a commercial basis, with costs invoiced and recovered as part of services billed to the tenant. This added an element of complexity and a need for accuracy across their billing.

KEY RESULTS

- Resilient internet services to each site

- Internet services were apportioned and invoiced to tenants based upon specific requirements

- Managed Wi-Fi environment and bandwidth allocation to tenants

- Fully monitored and managed hardware

- Flexible and agile voice solution to tenants, meeting a diverse range of requirements

- On site and remote support for new tenants

- Project delivery and support on new locations

- IT Support to Clyde Gateway team

- Itemised Billing

APPROACH AND SOLUTIONS

Following successful appointment, we undertook and completed a network design to deliver fully managed connectivity which is resilient and supports managed voice services to each site.

Utilising KubeNet's core internet infrastructure, our team worked closely with Tier 1 carriers to successfully deliver multiple Internet circuits to Clyde Gateway locations, building in automatic failover to back up circuits in the event of any service outages.

Cisco hardware was configured, installed and tested to securely support the connectivity and site requirements to deliver segmented data allowances to tenants across various sites, building in additional layers of security.

We also supported existing hardware across the estate, including, Aruba Switches & Wi-Fi, Panasonic PBX, SIP and door entry systems.

CONCLUSION

Clyde Gateway are a commercially focused public sector organisation who not only regenerate land, buildings and develop properties, but also have a business model which delivers first class voice and data solutions to their tenants. The foresight in implementing this infrastructure allows Clyde Gateway to attract excellent tenants to their high quality premises and crucially – the investment of these services is covered within lease/tenant costs. This results in successfully generating revenue to regenerate and develop sites, land, buildings, whilst delivering premium infrastructure services to their tenants.

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