

Nationwide

collaborates with
Computacenter
for new office
enablement
services



Customer challenge

When Nationwide decided to open a flagship site in the city of London, it needed to equip the new site with a stable and reliable infrastructure. The infrastructure would not only need to provide executive staff with continuous access to corporate systems, but also support new audio-visual and collaboration technologies.

Computacenter solution

Nationwide partnered with Computacenter to design and implement the local area network (LAN) and server infrastructure at the new office, which supports 300 members of staff. Computacenter applied best practice processes and experience to minimise risk while ensuring that the projects were completed on time and to budget.

Results

The new infrastructure safeguards IT availability while supporting new technologies, such as video-conferencing and digital signage. Nationwide now has a network and IT infrastructure that is fit for now and fit for the future.

Services

- Borderless Network

Technology

- Cisco routers
- IBM X Series servers

Customer Agenda

- Growth/Business Change
- Risk Avoidance
- Continuous Improvement/
Innovation

Customer profile:

Banking with flair and mutuality

Nationwide is a British mutual financial institution, known for being a top mortgage lender and savings provider. It employs 17,000 members of staff and made pre-tax profits of £606 million for the half year ending September 2014. It has a unique heritage, culture and ethos built on a solid foundation of mutuality, preferring to think of its shareholders as members.

Founded in 1846, the building society is noted for launching the first internet banking service in the UK in 1997, and for teaming with British tabloid newspapers to campaign against controversial cash machine withdrawal fees.

Nationwide is the largest building society in the UK, with assets of around £196.6 billion. This makes it larger than the remaining 44 British building societies combined.

Business challenge:

Building the right foundations

When the building society decided to move to a larger site on Threadneedle Street, moving the executive team from their existing London location and relocating their traders and dealers to London, it was essentially establishing a new flagship site.

Due to the number of board members and high-ranking executives to be based at the site, the network, server installations and relocation projects were extremely high profile. Nationwide recognised that any delay or disruption would not only impact the building society's executive team, but also lead to media scrutiny. It was therefore vital that the delivery was fast, efficient and seamless.

Before any staff could be moved to the new location, Nationwide needed to ensure it had the right networking foundations in place. To minimise the risks associated with providing the infrastructure for the new site, Nationwide needed a partner it could trust.

IT solution:

A best practice approach to ensure project success

The financial institution issued a request for proposal (RFP) for the network project, following which it decided to work with Computacenter based on the quality of the IT services and solutions provider's response.

As the incumbent support provider, Computacenter was also tasked with designing a resilient server infrastructure to provide services to the computer users in the building. The scope of the project included:

- Network design and deployment, based on DHCP (dynamic host configuration protocol)
- Windows XP application and operating system deployment
- Windows 7 application and operating system deployment
- Implementation of VLAN (virtual local area network)

Computacenter designed the local area network (LAN) for the new site based on Nationwide's business requirements, and then worked with strategic partner Cisco to source the equipment for the new infrastructure.

“We now have the networking infrastructure we need at our flagship site to support the building society now and in the future.”

Trish Hughes
Programme Lead
Nationwide

Mark Riddy, Sales Specialist at Computacenter, comments: "By leveraging our strategic relationship with Cisco we were not only able to procure the equipment Nationwide needed at the most competitive price point, but we were able to accelerate project delivery timelines against a very aggressive plan by way of expediting lead-times using our VP relationships."

The network solution was staged and tested offsite at Computacenter's Configuration Centre in Hatfield prior to deployment to ensure a seamless onsite implementation. Computacenter's Tempo methodology for change and project management ensured best practices are applied at every stage to drive consistency, reduce risk and ensure a predictable outcome.

Led by two senior consultants and a team of engineers, the network deployment was completed in just 10 weeks. In total, 600 ports were deployed over eight storeys as part of the 1GB LAN infrastructure.

The servers were built at Nationwide's headquarters in Swindon. After testing, the devices were shipped to Threadneedle Street for installation into the racks in the communications room. The server infrastructure was designed according to Nationwide standards, and the design created has subsequently been used as a template for other new Nationwide sites. Some of the work was completed out of hours to ensure the migration was completed to Nationwide's aggressive timescales.

Trish Hughes considered the project a significant success and commented: 'Throughout the project, we had a good relationship with the Computacenter team. Computacenter designed and implemented the LAN whilst also performing critical desktop and server related services. Their work was on-time and to budget. We were delighted with the end result.'

Once the infrastructure was completed, Computacenter also helped migrate users to the new building.

"Computacenter had a real 'can do' attitude."

Trish Hughes
Programme Lead
Nationwide

Results:

An office that's fit for now and fit for the future

With a resilient and stable infrastructure in place well within the building society's deadline, Nationwide was able to relocate its executive team without delay. One of the key factors ensuring success was Computacenter's project manager, Brendan O'Toole. As Trish commented: 'The project manager, Brendan O'Toole, was key to the delivery. He was extremely professional and pragmatic and a pleasure to work with.'

As well as safeguarding its relocation, by working with Computacenter to establish the networking environment at its new site, Nationwide is now able to:

Reduce risk: The infrastructure will ensure Nationwide's top executives have continuous access to the corporate systems and data they need to make timely business decisions.

Embrace new technologies: Nationwide can now support a wide variety of technologies, including high bandwidth solutions such as video-conferencing and digital signage.