CROWN HOSTING
DATA CENTRES

CASE STUDY

BLUE LIGHTS

NHS
Torbay and South Devon
NHS Foundation Trust

# Torbay and South Devon chose Crown Hosting to replace a data centre hit by flooding and fire

The Trust's on-site data centre had suffered flooding, fires, security issues and a collapsed network duct. In 2024 it began moving its servers to Crown Hosting, and expects a significant reduction in running costs.

## 24/7

Hospitals need data around the clock, so it was moved to loan equipment in a controlled way first

## Safer site

Moving away from the flooding, fire and duct failure that affected the on-site data centre

## Lower costs

A significant reduction in running costs expected, even after hiring loan equipment




TORBAY AND SOUTH DEVON NHS FOUNDATION TRUST

### ABOUT TORBAY AND SOUTH DEVON

The Trust provides integrated health and social care across South Devon, including Torbay Hospital and five community hospitals from Dawlish to Brixham. Around 9,000 staff serve a resident population of about 286,000, and it was the first NHS Trust in England to integrate hospital and community care with social care.

| CLIENT | SECTOR | WHAT THEY USE | WORKING WITH US SINCE |
|---|---|---|---|
| Torbay and South Devon NHS Foundation Trust | Blue Lights | Colocation for its primary data centre | 2024 |

## 01

### THE PROBLEM

Before deciding to move, the Trust studied the costs and inefficiencies of its existing set-up.

- **Physical risk.** Flooding, fires and security issues at the on-site data centre.
- **A costly failure.** A collapsed duct caused an expensive network connectivity problem.
- **High running costs.** Maintenance, power and the labour needed to fix issues.
- **Resilience in doubt.** Reliability, availability and security of data were all affected.
- **No room for downtime.** Hospitals need access to data 24 hours a day, every day of the year.

## 02

### THE SOLUTION

Project Manager Elliot Brett described the decision to move as a “no brainer”. Crown Hosting stood out as a trusted provider to government and the public sector, with significant savings even after the cost of loan equipment.

1. **Tour the facilities**
   An in-depth tour of Crown Hosting's facilities gave the team confidence early.
2. **Migrate to loan equipment**
   All data was moved to loan equipment in a controlled manner before transport to the new site.
3. **Customise the space**
   Crown Hosting set up and customised cabinets for the Trust's needs.
4. **Integrate fully**
   The Trust targeted full integration by December 2025.

03

## THE OUTCOME

- **Old site problems addressed.** The Trust is confident the move will resolve the challenges it faced on site.
- **Lower running costs.** A significant reduction expected, with fewer maintenance concerns.
- **Fast service desk.** Requests are answered quickly and met with flexibility.
- **A model for other Trusts.** The Trust plans to host colleagues from other NHS Trusts to show them the transition.

| 9,000 | 286,000 | 78,000 |
|---|---|---|
| Staff | Residents served | People seen in A&E each year |

> "If you've got important infrastructure and you need that reliability, Crown is the right place for you.
>
> **Elliot Brett**
> Project Manager, Torbay and South Devon NHS Foundation Trust

## IN THEIR WORDS

"Allocating our money to moving data centres was a much smarter decision than attempting to fix the old one, particularly knowing it was not able to meet the same top tier standard as Crown."

**Elliot Brett**
Project Manager, Torbay and South Devon NHS Foundation Trust

"If I send an email to ask for anything, by the time I've gone to get a cup of tea, somebody has already replied!"

**Elliot Brett**
Project Manager, Torbay and South Devon NHS Foundation Trust

## WHY IT MATTERS

Many NHS Trusts still run data centres inside hospital estates that were never built for them. Torbay shows the cost of fixing an ageing facility can be better spent on moving, with less risk to patient services.

TALK TO US

# Get in touch

If you would like to understand more about how Crown Hosting can save you time, money, carbon and energy, please get in touch with a member of our team today.

CALL 0333 207 0703 >

CROWNHOSTINGDC.CO.UK >

### Single supplier of GCA RM6262

Crown Hosting has provided secure, resilient data centre capacity to the UK public sector since 2015.

### No procurement necessary

Buy through an access agreement with the Cabinet Office, on terms already competed and assured.

### Pay for what you use

Flexible, transparent pricing with no minimum volume commitment.

MORE CASE STUDIES

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LOCAL GOVERNMENT
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RESEARCH
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RESEARCH
Health Research Authority

BLUE LIGHTS
Hertfordshire, Bedfordshire and Luton ICT Shared Services

CROWN HOSTING DATA CENTRES

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