CROWN HOSTING
DATA CENTRES

CASE STUDY

RESEARCH

NHS
Health Research Authority

The Health Research Authority gained flexible terms and 24/7 support for its critical systems

The HRA needed a new home for the systems it uses to regulate health research, with stronger security and more flexible commercial terms. Crown Hosting provided the facility and introduced a small number of managed service providers, one of which now runs the service. The HRA has production and test environments with a 24/7/365 managed service.

24/7/365

On-site managed service for the HRA's business critical systems

Full estate

Every server migrated by a provider experienced with Crown Hosting

Cost savings

Delivered alongside the service flexibility the HRA wanted



HEALTH RESEARCH AUTHORITY

ABOUT HRA

The Health Research Authority was established in December 2011 to protect and promote the interests of patients in health research and to streamline its regulation. It is an executive non-departmental public body of the Department of Health.

CLIENT	SECTOR	WHAT THEY USE
Health Research Authority	Research	Colocation with a managed service provider

01

THE PROBLEM

The HRA's business need was pressing. It had to replace its hosting without compromising the systems that support health research across the UK.

- **Contract ending.** Existing infrastructure hosting arrangements were coming to an end in 2017.
- **Security.** The systems needed a highly secure environment.
- **Commercial flexibility.** The HRA wanted more flexible terms than it had.
- **Service quality.** Responsive support, performance monitoring and disaster recovery were all required.
- **Third party software.** Any solution had to work with the HRA's offshore software supplier.

02

THE SOLUTION

The HRA found the framework easy to use and met the Crown Hosting team to discuss its requirements before choosing a provider to run the transition.

1. **Choose the facility**
   The HRA met the Crown Hosting team and was impressed by the quality and security of the data centre.
2. **Find the right provider**
   Crown Hosting introduced a small number of managed service providers who work within its sites.
3. **Procure the service**
   After a market appraisal, the HRA and the Department of Health appointed a provider for design, set-up, transition and ongoing support.
4. **Migrate and run**
   The provider migrated the entire server estate, production and test, and wraps it in a 24/7/365 on-site service.

03

THE OUTCOME

- **Flexibility and savings.** The HRA achieved the service flexibility and cost savings it set out to find.
- **Round the clock support.** A 24/7/365 on-site managed service wrap.
- **End to end delivery.** One provider covering migration, operating systems, networks and the software supplier.
- **A working ecosystem.** The HRA, Crown Hosting and its providers work together as one service.

> "We were impressed by the quality and security of Crown Hosting's data centre, and were confident it was the right environment for our research systems.
>
> **Gaynor Collins-Punter and Chris Keane**
> Deputy Director, Research Systems, and Systems Delivery Manager, Health Research Authority

IN THEIR WORDS

"The Crown Hosting team were able to provide an introduction to a small number of Managed Service Providers which was very helpful."

Gaynor Collins-Punter and Chris Keane
Health Research Authority

"So far, it has been a seamless relationship between HRA, Crown Hosting and the extended eco system."

Gaynor Collins-Punter
Health Research Authority

WHY IT MATTERS

Regulators need dependable systems to keep research moving. The HRA shows how an arm's length body can combine an assured facility with a managed service, without building in-house capability to run infrastructure.

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

CENTRAL GOVERNMENT
Department for Work and Pensions

CENTRAL GOVERNMENT
UK Shared Business Services

CENTRAL GOVERNMENT
Sellafield Ltd

CENTRAL GOVERNMENT
Office for National Statistics

LOCAL GOVERNMENT
Derby City Council

RESEARCH
Genomics England

BLUE LIGHTS
Hertfordshire, Bedfordshire and Luton ICT Shared Services

BLUE LIGHTS
Torbay and South Devon NHS Foundation Trust