

Case Study

Royal Aeronautical Society

The Royal Aeronautical Society embraces cloud-first strategy to align its IT and vision

Besides needing an agile IT infrastructure to enable the Society to remain at the forefront of aerospace, as a member organisation, RAeS needed to properly govern its members' data, and as a not-for-profit, it needed to provide full visibility and account for every penny spent.

We felt the time was right to engage with a more proactive and agile IT partner for our transformation journey. In the same way RAeS provides expertise to the aerospace community, we were looking for an IT services company that would take the lead in helping us deploy the appropriate technology, especially cyber security, while taking our budget restrictions as a not-for-profit organisation into account.

Emma Bossom, Director of Marketing and Communications

As the world's only professional body dedicated to the aerospace community, The Royal Aeronautical Society exists to further the advancement of aeronautical art, science and engineering around the world. Established in 1866, the Society has been at the forefront of developments in aerospace, seeking to promote the highest professional standards and provide a central forum for sharing knowledge.

Problem

Despite striving for excellence and leading with an engineering mindset, the Society suffered from a lack of alignment between its vision and IT, which impacted its ability to achieve its ambition.

Expectations

- ◆ An **agile IT infrastructure** to keep pace with change
- ◆ Requirement for **robust security and governance of members' data**
- ◆ Provide **full visibility to account for all IT spend**

Results

- ◆ **Staff work smarter** through cloud-based apps
- ◆ **Strengthened security** posture
- ◆ **More control** over how IT assets are managed

The Royal Aeronautical Society (RAeS) has been at the forefront of the industry ever since it was established in 1866. But despite striving for excellence and leading with an engineering mindset, the Society has suffered from a lack of alignment between its vision and IT.

IT infrastructure is always an enabler for achieving the overall business strategy – if it's not fit-for-purpose, it hinders the way you serve clients in a secure, efficient and optimised way, which can prevent you from achieving your business goals.

The NFP sector and membership organisations overall have exacting requirements in so far as meeting higher expectations of members and aligning this with appropriate budget, while ensuring that governance requirements are met. The opportunity to streamline core functions and operations while adopting more cost-effective digital platforms has never been more compelling than now.

With its current IT support arrangements due for renewal, **RAeS saw the opportunity to embrace its digital transformation by modernising its infrastructure and migrating workloads to the cloud.**

Aligning IT to achieve the overall vision

Selecting Atech as its proactive technology partner, RAeS acquired the skills, knowledge and experience it needed to successfully complete its digital transformation programme.

Focused on how to provide a secure modern desktop environment for users, migrate hosted servers to the Azure cloud and optimise ongoing costs, RAeS has everything it needs to embrace a 'cloud-first' strategy, displaying technology leadership and delivering an enhanced, secure service to its members.

A secure, modern workplace

To deliver a successful digital transformation project, which enables RAeS to become an agile organisation that continues to lead its industry, the Society's people, processes and technologies must all sit in alignment. This ensures there is greater collaboration across different functional units, that standard operating procedures include new digital technologies, and that the tools are widely accessible across the organisation.

RAeS strives to promote the highest professional standards and provide a central forum for sharing knowledge, which will further the advancement of aeronautical art, science, and engineering around the world. But in a world that is rapidly changing due to digital advances, the Society needs to remain agile to keep pace with that change.

By creating a modern workplace to optimise the deployment of Microsoft 365, improving the security posture through specialist cyber security tools, working closely with the Society's CRM and website developers, as well as managing the network and infrastructure, RAeS is able to provide its people the ability to work securely from anywhere, anytime through the tools they need to collaborate effectively.

Cloud migration

Migrating traditional IT infrastructure from on-premise to the cloud instantly transforms the way an organisation can interact and service its clients.

For RAeS, migrating its IT infrastructure to Microsoft Azure presented significant efficiencies, allowing it to continue running mission critical applications without downtime. The flexibility provided by running applications in the cloud ensures the Society has the agility needed to keep pace with change. And by strengthening the security posture, RAeS can provide reassurance to its members around governance, risk and compliance.

When undertaking a cloud migration project, Atech is focused on providing a clear timeline around how and when workloads will be migrated to ensure business-as-usual remains unaffected, transparency around the costs that will be incurred, and reassurance that it's not a simple 'lift, shift and move on' because the team intends to stay around to provide recommendations for ongoing Azure optimisation so efficiencies can be realised month-on-month.

IT cost optimisation

One of the main benefits that RAeS faces from partnering Atech is its Customer Support Portal, which as well as providing a self-help knowledge base, access to Atech's support engineers and automating the process of on-boarding new users, is designed to provide complete transparency over cloud costs.

Often with cloud migration projects, a business moves its workloads but fails to continually optimise the new cloud-based infrastructure, which leads to over-provisioning and then paying monthly bills for something the business doesn't need.

Through Atech's Customer Support Portal, RAeS can see a detailed breakdown of everything so it's able to account for every penny spent. And by leveraging the skills, knowledge and experience of Atech's team, it has the intelligence to align the technology roadmap with the overall vision to know how to optimise the infrastructure along with projected and actual cost savings, based on an ROI calculator.

It became clear that Atech met and exceeded our technical requirements, and their customers spoke very highly of their focus on putting the customer first. We were also impressed by Atech's attention to detail, previous project experience in the not-for-profit sector and clear understanding of our challenges.

Achieving excellence in all areas of the business

By modernising its IT infrastructure to embrace a 'cloud-first' strategy, which allows the Society to display technology leadership and deliver an enhanced service to its members, RAeS will:

- ◆ Enable its staff to work better and smarter, by taking full advantage of Office 365 and other cloud-based applications.
- ◆ Gain insight of where data is stored, how it's protected, who has access and the levels of security that are in place for its protection.
- ◆ Achieve more control of how it manages IT assets, including usage, applications and user issues, so it has the intelligence to know how to continuously optimise and improve.

See how Atech can support your NFP organisation

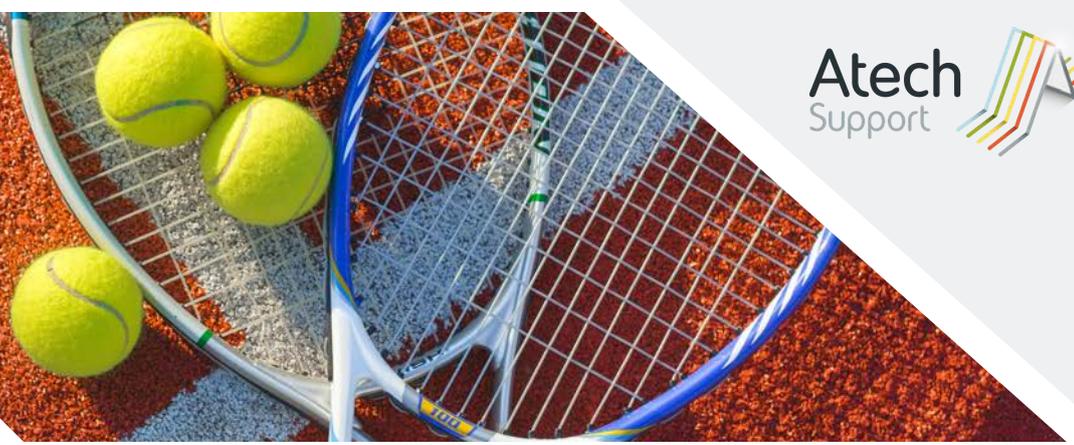
If you strive to be a leader in your industry,
you need the IT infrastructure that enables you to deliver that level of service.

Achieving alignment between IT and an organisation's vision is key
if you're to deliver a modern workplace that gives you the agility to keep pace with
change, and continuously improve the experience you deliver to the people you serve.

If you'd like to explore digital transformation
call Atech on 020 3757 7500 or email hello@atech.cloud



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CASE STUDY

THE CLIENT

The Lawn Tennis Association (LTA) is the national governing body of tennis in Great Britain, the Channel Islands and the Isle of Man. It's objectives are to promote and develop tennis and to advance and safeguard the interests of the sport. Founded in 1888 it is now headquartered at the new National Tennis Centre in Roehampton.

“Players, Members and Staff have easy and quick access to any information they need when they need it, from wherever they are, on a scalable intelligent cloud platform.”

Steve Johnson – Head of Development, Technology

INDUSTRY

Not for Profit

LOCATION

United Kingdom

NUMBER OF USERS

450 Employees

CUSTOMER SIZE

Enterprise

INTELLIGENT CLOUD REQUIREMENT

The LTA has a turnover in excess of £60 million, over 450 employees and more than 250,000 individual members across the UK, as well as hundreds of volunteers who work for the Association periodically. The LTA's mission is to get more people playing tennis more often. Investment into the game is critical in supporting the LTA's strategic priorities to deliver this mission.

EXPECTATIONS

- Re-architect legacy web and data platform
- Full migration utilising Azure IaaS
- Cost-effective solution
- Highly available with geo-redundant
- Disaster recovery and backups

RESULTS

- Intelligent cloud platform
- Ability to utilise new Microsoft technology in the future
- Agility and scalability in times of high demand
- Optimising the environment saving **31.5%**.

UTILISING THE MICROSOFT CLOUD TO DELIVER AGILITY AND STABILITY

The LTA needed to improve the performance of its website and CRM system, which was previously hosted by a co-located data-centre provider. With ageing infrastructure and regular performance issues having an impact on the online services being delivered to its users, the LTA recognised that there was a need for change and this was the first phase of a new digital transformation program. To support their vision, they needed a 21st-century intelligent cloud platform. Having undertaken a selection process, they selected Atech to carry out a detailed assessment of other public cloud providers and it was clear that Microsoft Azure offered the best technology, in addition to aligning with the technology roadmap of the business for the future.

After the successful migration, the LTA now has a highly available platform, delivering SLAs of **99.95%**

By selecting Atech to perform their Azure migration, the LTA reduced the risk of migrating to the cloud through the experience and expertise shown by Atech during the selection process. Atech had a clear strategy and migration plan that followed four key phases leading to a successful migration.

- Phase One - Technical workshop held with the LTA to gather and detail their requirements.
- Phase Two - Technical project plan and business case created including ROI for the project.
- Phase Three - Proof of concept created, with full User Acceptance Testing (UAT) carried out to mitigate disruption.
- Phase Four - Implementation of the migration plan, delivered seamlessly with minimal business impact.

After the successful migration, the LTA now has a highly available platform, delivering SLAs of 99.95%. The environment is designed to ensure the highest levels of performance are maintained during tournament season, which can see the daily number of visitors using the platform increase to tens of thousands. By designing the solution to be highly available with geo-replication resources it ensures the business is compliant from a governance perspective whilst meeting and exceeding its business continuity objectives.

NEXT STEPS

The 24x7x365 ongoing support provided by Atech is delivered and managed by our team of Microsoft certified professionals. Included in the support service are quarterly optimisation reviews giving the LTA a regular detailed overview of all new releases from Microsoft to help improve their new cloud platform.

24x7x365
Ongoing
Support

PARTNERING WITH YOUR BUSINESS TO DRIVE DOWN COSTS

After the redesign of the environment and migration into Microsoft Azure, Atech has worked closely with the LTA recommending new feature releases and optimising the environment saving **31.5%**. This is part of our standard cloud-managed service package.



BIRDLIFE - CASE STUDY >> POWERED BY ATECH SUPPORT

USERS RECEIVE A QUICKER RESPONSE AT A BETTER COST WITH CLEAR PARAMETERS & EXPECTATIONS OF HOW THE SERVICE WILL BE DELIVERED.

CLIENT

BirdLife International - The Worlds Largest nature Conservation partnership working together as one, for nature and people with over 120 partners and over 13 million members and supporters worldwide.

SECTOR : Not for profit (Charity)



THE SITUATION

The incumbent's Service Desk had a reputation. The current IT Support Desk delivered poor response times, inadequate resolution, no structure and created an inefficient and unprofessional barrier between service and the business users. Internal customers of the service felt dissatisfied, frustrated and underwhelmed. Moreover the service was impossible to measure, cost or manage as boundaries, agreements and structure were non existent. Tickets were not actioned on time. To add to these issues BirdLife needed global IT support.

WHAT ATECH DELIVERED

A controlled, customer specific measurable Service Desk with clear parameters, expectations and controlled realistic deliverables regularly monitored and compared to user expectation with clear communication of goals and target achievement. Users of the Service Desk started to experience a professional well run offering that met their needs and provided timely resolution by highly qualified experienced individuals alongside additional support and insight. The image and reputation of the Service Desk was rebuilt and improved to a standard beyond expectation.

