

Manufacturing

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Transformational technologies

Introduction





Peter Mahoney, Sales Manager

UK manufacturing is currently facing an unprecedented set of challenges – the price of energy, net-zero, inflation, supply change issues and a reduction in overseas demand. On top of this, the sector must combat skill shortages and drive the adoption of digital technology.

The immediate financial impact on manufacturers is already resulting in a reduction in non-essential spending and supply chain consolidation, whilst also trying to retain competitive advantage, increase productivity, improve sustainability and innovation.

More connectivity between suppliers, manufacturers and customers can give realtime visibility into the availability of raw materials, finished goods, people and assets giving greater efficiency and insight, whilst meeting the required speed and evolving requirements.

In addition, following the COP26, reducing the UK's environmental impact is a signi icant challenge. As part of the climate commitments detailed at the conference, the Chancellor of the Exchequer con irmed irms would be required to release their net zero plans by 2023. This highlights the increased emphasis on all businesses, including manufacturers, to lower their eco-footprint.

Addressing these challenges whilst retaining and attracting new people and skills requires digital transformation, collaboration and high standards of data security and compliance. Achieving the required transformation whilst keeping existing production up and running can also be a challenge. Whether an organisation is taking their first steps or are currently embarked on their transformation journey, SCC can help. We have deep skills and vast experience to enable manufacturers to select the right technology for their business, whether to transform their organisation or augment current technology to maximise the use of existing assets. We deliver solutions as consumption-based services with predictable and scalable charges, allowing organisations to avoid large scale initial investments.

Continuing to develop great products to overcome the challenges of the dynamic marketplace is hard enough without having to become an expert in information technology. That's why SCC is the technology partner of choice for manufacturers.

Key Challenges in the Manufacturing Sector

Remaining Profitable in a Changing World

As the threat of recession looms over the UK economy, many organisations are facing the challenge of how to remain profitable at a time where austerity is striking many of their key customers and revenue streams.

With the UK GDP growth averaging between 2.8% - 3.8% growth, significantly lower than previously predicted, Manufacturing organisations are set to suffer, as supply essential items is set to drop. As price hikes for products and energy are hitting consumers at the same time as an increasing wage deficit, many households are looking for ways to reduce their outgoings, with many low income households struggling to weather the storm of price increases they are currently facing.

This decrease in demand for products will be passed back by retailers to their manufacturing supply chain, with orders shrinking and dropping in frequency. A challenge which is already striking manufacturers, as a study by BDO has shown that a large share of manufacturers in the UK have reported declining margins in the first quarter of the year of up to minus 21 per cent for UK exports. Decreased demand combined with the soaring cost of fuel,

mounting supply chain costs and the rising cost of labour are challenging manufacturers to make tough decisions to survive. Many manufacturers have contracts with merchants or their onward supply chain which include a fixed price for the term of the contract (often three - five years), so they are unable to inflate their prices to reflect the increased cost of manufacturing. Inflation is affecting all businesses, but it presents an even greater problem for those in energy intensive industries like

This struggle of the

manufacturing sector was acknowledged by Rishi Sunak, Chancellor of the Exchequer in his Spring Statement, where he recognised the large role manufacturers must play in the recovery of the UK economy. By investing in productivity growth, machinery and improved skills, the UK government believes manufacturers can produce more with the same input from workers. Investing in technology innovations such as Robotic **Process Automation, Artificial** Intelligence and Internet of Things (IoT), will allow manufacturers to do more with less. Initial investment capital for these technologies will be difficult, however now is the time super-deduction tax break will run until March 2023. This allows manufacturers to cut their tax bill for up to 25p of every £1 they invest in productivity-enhancing

plant and machinery assets, which will help them grow for the future.

People, Productivity, Retention and Recruitment

The 'Great Resignation' of 2021, saw a mass shake-up of the employment landscape with more workers accepting new roles, with the manufacturing industry being the second most affected sector after hospitality. Many manufacturers organisations saw a 20 - 30 per cent workforce attrition rate in 2021, a trend which is continuing in 2022, with the highest rate of staff turnover occurring in the lower-paid manufacturing positions. Record numbers of unfilled jobs are likely to limit higher productivity and growth in 2022, as Deloitte estimate a shortfall of 2.1 million skilled jobs by 2030. There were 97,000 vacancies for manufacturing positions in January 2022, an year and 80% compared to before the pandemic. To attract and retain talent, manufacturers should pair strategies such as reskilling with a recasting of their employment brand industry. Engagement with a wider talent ecosystem of partners to reach diverse, skilled talent pools can help offset the recent wave of retirements and voluntary exits.

Investing in technology that frees employees from

monotonous tasks will allow them more opportunities to upskill and take on higher value work and feel more purposeful in their roles. To compensate or their workorce deficit many organisations will turn to automation technology to maximise the production capacity of their current facilities.

As flexible work is taking root in offices, manuacturers are also being challenged by staff who had a taste of remote working during the pandemic, to offer more flexibility in working options. The workforce overall will continue to become more fluid and unpredictable, putting more pressure on the ability of less "hybrid-ready" companies like manuacturers to staff and run their operations.

The employee shortage is also being compounded by a skills gap which is growing in the manufacturing sector. The increasingly competitive and changing market is seeing manufacturers turn to IT innovations to develop smart factories. These changes in how products are developed are triggering a requirement for new technical, digital and these are proving hard to come by in today's UK manufacturing Commission for Employment and Skills reports a 43% shortage of STEM skills. This greater competition for talent is limiting many manufacturers'



ability to evolve, grow and adopt new technologies.

Manufacturers need to make sure they can keep up with the trends that are reshaping their workforces. Technology Adoption will play a key role in empowering employees, attracting new talent, filling skills gaps as they arise and enabling new hybrid workflows.

Protecting and Securing the Organisation

The manufacturing sector is under constant scrutiny from regulators to comply with appropriate security standards. Whilst process and infrastructure modernisation undoubtedly brings major efficiency gains, the connection of operational technology, information technology and external networks has also increased the attack surface. Many legacy systems and technologies still in use by manufacturers are also not fit for purpose in terms of safely connecting them to today's sophisticated networks. Vulnerabilities caused by the shift to remote working have left manufacturers even more susceptible to breaches.

According to a study by MAKE UK, over half of manufacturers in the UK have been victim of cyber-crime in the last year, this has elevated cyber security as a risk management essential. It is imperative that manufacturers look not only at their cyber defences but also at the resiliency of their business in the event of an attack.

Improving Productivity with Innovative Technology

Organisations are being challenged to transform their business models, driving cost savings and productivity gains by deploying technology innovations appropriate to their processes and operating models. At the same time, they must deliver transformation strategies whist maintaining production levels and so must deliver traditional infrastructure services more effectively to free up resources for change.

Industry 4.0 has been predicted by the World Economic Forum to create up to £2.7 trillion of value worldwide by 2025, so it is absolutely essential that UK manufacturers ensure they are ready and remain competitive to secure their share of this wealth. A tremendous opportunity exists with the creation of smart factories, by combining the hardware, software, connectivity and services ecosystem with autonomous robots, AR/VR, IoT devices and other technologies to enable increased speed and agility to harvest real time data and improved productivity. Digital transformation will require manufacturers to collaborate more with their suppliers and partners, be intensely aware of both

industry and customer changes by rapidly adapting to future change, up-skill their workforce and ensure access to the necessary finance.

Using the opportunities created by innovative technologies will enable the development of a smart supply chain which is agile, reconfigurable and more efficient. Manufacturers are evolving so that workers are no longer tied to dedicated, repetitive jobs, with artificial intelligence combining with IoT technology to release workers to concentrate on more creative, value-added tasks.

SCC's Services for the Manufacturing Sector

SCC has worked with Manufacturing clients for many years, during this time we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our customers in the sector. Our full portfolio applies to many areas that can support our manufacturing clients dependent upon the speci ic natures of their business, however we consider the following to critical as the sector continues to evolve.

Modern Workplace

Create a seamless in office experience regardless of working location through the integration of devices, software, storage and collaboration tools.

Payment Solutions

SCC's Payment Solutions enable customers to procure, maintain and securely manage IT equipment, including Audio Visual equipment and End User Compute technologies (laptops, mobiles etc.) with a fixed term monthly price.

Cloud Application Modernisation

Cloud services and new platforms are required to underpin digital evolution goals. SCC identify, design and deliver the right workload strategy utilising public or private cloud to help unlock the power of data and drive competitive advantage.

Managed Security Information and Event Management (SIEM

The increased use of technology provides an ever-widening threat of breach both internally and externally. We provide security and event management solutions that proactively monitor, alert and manage threats to your infrastructure.



Modern Workplace

With the legacy of the COVID-19 pandemic, remote working is already creating entire new organisational structures and new business models for manufacturers. As the industry is hit by skill shortages across all role types, offering a workplace that delivers first rate IT and support is key to job satisfaction and attracting new talent. Creating a usercentric workplace, which allows for hybrid working solutions will enable manufacturers to improve productivity across their business, improve employee satisfaction, as workers are no longer tied to dedicated, repetitive jobs and ultimately, increase job retention numbers. SCC's user first approach will help manufacturers to evolve device-focused IT strategies to a worker, security, data and applications focused Modern Workplace.

Our Modern Workplace teams ensure our Manufacturing customers IT infrastructure is secure, productive, connected, maintained and managed, delivering seamless collaboration and site mobility to their workforce and achieving exponential growth by aligning IT and business strategy. SCC will align people, process and technology to the following solution areas:

Collaboration and Communication

The continued convergence of collaboration, audio visual, document services and traditional IT, combined with the ubiquitous deployment of collaboration tools, puts SCC in a unique position to support manufacturers digital transformation strategies. A successful unified communications and collaboration strategy is the cornerstone to sustained workplace productivity for Manufacturing. Connecting dispersed departments across the plant and improving supply chain communications, utilising communication features such as instant messaging, file sharing and video conferencing will help speed up the decisionmaking process and improve productivity across the plant.

Printing is also an integral part of business processes for Manufacturing organisations – from product order through to the production floor and ending with shipping and delivery of finished goods. Working with SCC's Document Services team, a managed print solution can be deployed, which will dramatically reduce print costs for manufacturers and minimise waste (power and paper) to support environmental objectives and targets.

Unified End-Point Management

Manufacturers can streamline their processes for managing IT devices by deploying SCC's Unified end-point management service. This provides a centrally available, single administrative console for managing device security polices, asset inventory and compliance reporting. It enables IT to remotely manage corporate devices, including identity and access management, patch management, end-point experience monitoring and technology adoption requirements. Understanding their IT estate and ensuring endpoint security is key to

Manufacturers meeting their regulatory requirements.

Application Modernisation

Many manufacturers are prevented from reaching their transformation aspirations due to legacy infrastructure and applications which are unsuitable for cloud hosting. SCC's Application Modernisation services can help manufacturers to understand their application estate, how these are currently used throughout the business and how they might be upgraded, which is key to any transformational project. To support customers, SCC can remotely manage the upgrades of applications and can deliver containerisation services for legacy applications which are not currently fit for the cloud.

Technology Adoption

Upskilling the current workforce has been highlighted as opportunity for manufacturers to counteract their growing skills gap. Aligned to our Modern Workplace Practice, our Technology Adoption team can deliver to manufacturers workers training, end user adoption and learning management services which will help them to maximise the benefit of any investment in technology.

Product Provisioning

Major IT investments and refresh projects can be daunting, as managing a number of suppliers requires a lot of coordination and can often see costs mounting. To avoid this hassle, manufacturers often

buy IT only when its required, sweating assets until they no longer function. SCC works closely with our Manufacturing customers to mitigate this procurement challenge, utilising our accredited partnerships with over 1,000 suppliers, we can guarantee technology availability and price competitiveness. Our National Distribution Centre supports our customers throughout the entire product lifecycles, from initial procurement to storage and logistics, certified data erasure, configuration, repair and finally, recycling and disposal.

Service Desk

Offering 24/7 support or IT issues for employees is essential to ensuring the success of a hybrid working solution and keeping employees productive. SCC's Service Desk blends modern technology with standards-based, proven service management practice to ensure that our services align to the manufacturer's objectives, culture and infrastructure. As self-service portals, messaging platforms and applications that can complete tasks without human interaction are starting to proliferate our home lives utilising them for IT support will speed up issue resolution times for manufacturers' workers and empower them to self-help, removing the frustration of waiting for an IT engineer to be available. SCC offers a number of tailorable dedicated and shared service desk solutions for Manufacturing organisations which can integrate with other SCC services to form a bespoke managed support solution, available across all locations and geographies, onsite and remote.

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End User Support

To complement our service desk service, SCC also deliver a remote engineering field service, which has been designed with the Modern Workplace in mind. It offers a truly user-centric set of services which get workers back up and running when IT breaks in as quick and easy way as possible. As an extension to typical break-fix support services, our remote field service is suitable regardless of a manufacturers working model capable of supporting both onsite and remote workers for all of their IT deployment or fix requirements. By combining innovative self-service options such as Tech Bar, Smart Locker, IT Peripheral Vending Machines, Repair 365 and Technical exchange with our national fleet of 150+ technical engineers, all IT kit is supported and user satisfaction guaranteed.

Why Modern Workplace for TTL Organisations?

SCC's Modern Workplace Services can help manufacturers to meet the ever changing expectation of the workforce, drive transformation in their business models and support increased productivity. Additional benefits of creating a truly Modern Workplace include:

- Improved employee health
 and wellbeing
- Collaborate seamlessly from any location on any device
- Easy access to the support users require at the time they need it
- Improved productivity with modern supported technology replacing legacy infrastructure
- Improved security with transparency into how and what technology is being utilised.

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Payment Solutions

The current economic and regulatory climate, as well as changes in customer and employee expectation, are driving manufacturing companies to transform working practices to become more agile, competitive and drive cost savings. Utilising the latest IT technologies is key to the success of long-term business transformation, however legacy environments and outdated IT kit are holding manufacturers back from achieving their full potential. At a time when margins need to be protected, investing in IT equipment which will rapidly become outdated and depreciate in value, will not be high on the agenda of many companies despite the benefits of modernisation.

SCC's Payment Solutions service mitigates the initial investment in IT equipment for manufacturers by enabling them to transition from a Capex procurement model to an Opex model, where our specialist team structure a payment profile against the customer technology projects to suit their budgetary needs. This allows organisations to utilise the latest IT innovations whilst predicting future IT spend and keeping costs down.

Our solutions utilise our relationships with trusted financial institutions and vendors to help our financial and insurance customers advance their technology needs and meet their strategic objectives. We can deliver a consumption-based model across all areas of technology from end user compute through to data centre services.

Our Services

Anything "as a Service"

The intention of SCC's 'as a Service' consumption model is to ensure that organisations who are currently trapped by their legacy infrastructures avoid sweating assets for longer than is needed. Continuing to use obsolete technology requires additional support and has more associated costs, including the cost to recycle the asset following decommissioning from the IT estate. SCC's solution incorporates all the intrinsic steps in the lifecycle of an asset and provides them on a simple 'cost per asset' basis.

Working with customers, we can design payment agreements for all asset types including End User Devices, Infrastructure, Storage, Print, Audio visual, Mobile and any associated services. Our agreements are bespoke to each customer requirement and can be structured to cover from 12 to 60 month periods.

Device as a Service (DVaaS)

Our DVaaS solution

encompasses the full lifecycle of IT asset procurement including catalogue management and purchases, configuration and delivery, maintenance and support and finally, decommissioning and recycling. This removes the burden from internal IT teams of managing a complex IT estate and allows them to focus on delivering against strategic objectives.

Utilising our proprietary catalogue software Lifecycle™, customers and their users can log on to purchase pre-agreed

IT bundles from leading IT vendors which have a fixed term and monthly charge. This can be an individual purchase or bulk purchase and all selected bundles are configured and then delivered to either a centralised location or directly to an individual user. Support for the maintenance of the equipment is then delivered by SCC's geographically dispersed fleet of IT field engineers. Following the agreed refresh date, all IT is returned to SCC to be securely refurbished and either disposed or remarketed.

Room as a Service

The shift to hybrid working is driving demand for more video conferencing enabled meeting spaces so that all staff can collaborate effectively. With studies showing that in circa. 94% of meetings at least one participant will attend virtually. Now seen as a business-critical tool, manufacturers are having to invest in first class audio, video and workflow solutions to meet customer expectation, who expect to interact remotely.

SCC Collaboration deliver ready-made video conferencing enabled meeting room functionality via monthly subscription. We offer affordable pricing per room per month across a range of standard room types from Small up to Boardroom sized meeting spaces ensuring consistency and a simple collaboration experience. We design, install, configure, test the collaboration technology, provide training and then deliver ongoing support. Technology refreshes are built into the service to ensure customers benefit from new technology developments.

Software Payment Agreement (SPA)

Renewing software and support on an annual basis means having to negotiate a new contract each year. Vendors will typically increase prices each year for a renewal, typically by anywhere between 5%-25% per annum. Manufacturers will also have to factor in administrative costs associated with managing the procurement process. Many vendors offer discounts for multiyear options as they want to secure customers, however these incentives usually require companies to pay the whole cost up front.

The SCC Multi-year Software Payment Agreement solution allows **manufacturers** to take advantage of multi-year discounts from vendors whilst also being able to pay for the solution on an annual basis as if they were renewing annually.

Why Payment Solutions for Manufacturers?

Manufacturers need to protect their profits at a time of uncertainty, but also need to transform IT infrastructures to be agile in line with changing expectations. By shifting to a commodity pricing structure, manufacturers will be able to free up cash for investments and projects that will drive improved profitability and growth.

The circular economy of the SCC service will also support sustainability objectives through the sustainable recycling of IT. Sector: Manufacturing

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Cloud Application Modernisation

Modern businesses demand agile, intelligent business and IT applications. In practice, this translates to a growing urgency for manufacturers to move from legacy technologies to cloud based solutions. Historically, manufacturers applications have been deployed either as instances inside manufacturing plants or in centralised onpremise data centre location this has been driven mainly by security and availability concerns associated with external network links and the risk to their operations.

However, this reality has changed, with cloud applications proliferating our daily lives it is clear they provide good experiences to end-users and businesses alike. To remain competitive manufacturers need to increase their speed to market, through the transformation of their legacy systems. This is a major undertaking as operational down-time is not an option, with many plants operating 24/7, manufacturers need to identify the right journey to cloud to minimise disruption. SCC's Application Modernisation service can help manufacturers to reimagine and rearchitect their business and IT functions with an accelerated, efficient approach to transforming legacy platform-based enterprise applications.

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Our service approach takes manufacturers methodically through a holistic review of their IT infrastructure to identify applications and the interconnecting workloads to identify which workloads could potentially be moved to a cloud environment and which need to be kept on-site. The Cloud

Readiness Assessment service ensures that manufacturers receive the maximum benefit and optimised performance for each workload, from their cloud investments. This approach offers flexibility to meet specific needs, no matter how complex. Manufacturers may have some services which cannot be moved to public cloud, due to regulatory and legal restrictions, so may opt for a hybrid cloud solution, which allows some workloads to be managed either on-premise or stored in a private cloud environment.

The Cloud Readiness Assessment focuses on three main areas of adoption:

- Creating an environment ready to receive enterprise workloads, including networking, security, backups, monitoring and identity and access
- Migrating application services to the cloud across Infrastructure as a Service, Platform as a Service and Software as a Service
- Ongoing operations once workloads are live.

To identify which applications and workloads are suitable for migration to the cloud, SCC will perform a cloud feasibility study which assesses customers' application landscapes, including the related areas of financial, business, operational and environmental factors. The output of this study is a readiness report which provides guidance on the suitability of existing applications to move to a cloud environment, areas of quick wins and estimated budgetary figures for the cost of migration.

Following the cloud application feasibility study, SCC can propose a number of storage solutions tailored for the manufacturer to maximise the productivity of their workloads and which minimise the risk of operational down-time during transition. Moving to a cloud environment will enable manuacturers to benefit from the flexibility and cost savings associated with shared and consumption priced services.

Our solutions include:

Colocation – Manufacturers can maximise the return on investment of their current compute and storage infrastructure and deliver cost savings to the business by hosting their equipment in SCC's UK based enterprise data centres.

SCC Hyperscale – SCC's Hyperscale Service allows customers to seamlessly host applications and workloads from multiple public cloud platforms, including AWS, Microsoft Azure and Google Cloud. The SCC service provides ongoing management, support and optimisation of an organisation's cloud environments.

Cloud+ - SCC's secure multi-tenant cloud platform, Cloud+ delivers a catalogue of cloud based compute and storage services based on a consumption model. This allows customers to host services in an enterprise data centre environment without large capital outlays. Sentinel - Sentinel by SCC is an enterprise level, fully certified OFFICIAL/OFFICIAL SENSITIVE Community Cloud platform, built specifically for customers with high security needs, who cannot use a shared space for regulation compliance reasons.

On-Premise - Certain workloads are better suited to an On-premise Cloud Service, we help customers derive the benefits of Public Cloud, by deploying an 'as a Service' on-premise solution to compliment, re-accelerate and enhance the customer Cloud Journey.

Why SCC Applicatio Modernisation for Manufacturing?

Manufacturers need to radically transform their business models, drive costs savings and create productivity gains if they wish to remain competitive and profitable. Modernising applications to take advantage of cloud technologies will undoubtedly bring major efficiency gains to manufacturers and increase their speed to market. However, there is significant operational and reputational risk associated with moving to the cloud if it is not deployed correctly, which is why manufacturers need a specialist partner like SCC. Our Application Modernisation service takes a holistic view of a manufacturers processes, applications and IT infrastructure to identify the best route to cloud to suit their business objectives, minimise risk and maximise productivity.

we adapt.

Transformational technologies

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Managed Security Incident and Event Management

As our world becomes increasingly connected, and targeted security attacks with half of manufacturers in the UK reporting a cyber-crime attack in 2021. The attack surface is increasing as manufacturers adopt technological innovations to streamline processes and create efficiency gains, to remain compliant with regulator and comply with security standard, manufacturers must prioritise business security and invest in advanced cyber security solutions. A shortage of skilled security resources makes this a very difficult task for manufacturers to undertake independently, meaning a managed service model, working in partnership with an expert provider, is often the best option.

SCC can help manufacturers develop a comprehensive security strategy that encompasses every stage of their security lifecycle. Our Managed Security Incident and Event Management (SIEM) service provides them access to best-in-class threat detection services, delivered by our dedicated and experienced operations team. It delivers a complete view of the visible and 'invisible' threats facing an entire organisation, reducing detection times and improving defence capabilities.

We collect, store and analyse security event data, consolidate log events and network data from customer devices, endpoints and applications distributed around the infrastructure. This data feeds into SCC's enterprise class platform, where an advanced Sense Analytics engine normalises and correlates the data to identify anomalies, uncover advanced threats and remove false positives in real-time. The platform is managed from SCC's Cyber Security Centre where a team of Security Analysts monitor incoming alerts and events. This team actively seeks to provide advice to manufacturers on the best course of action following detection of a threat, with threat detection notifications delivered automatically to our customers.

SCC's Managed SIEM Service is powered by IBM QRadar, which ensures our detection system remains continually up to date with the latest threats and vulnerabilities, as these are provided by IBM X-Force Threat Intelligence, which supplies a list of potentially malicious IP addresses including malware hosts and spam sources.

Why SCC's Managed SIEM for Manufacturers?

SCC's Managed SIEM will eliminate the complex workload of managing, storing and analysing an ever increasing threat landscape for manufacturers, allowing them to focus on driving business growth and productivity. As one of the most targeted sectors, our services can help predict the chance of attack happening and enable manufacturers to mitiaate this risk before it hits. Manufacturers have the tools and information required to meet their regulatory and security compliance requirements with SCC's end-to-end security service reporting and Service Level driven contract agreements.

Our service eliminates the challenges caused by skill shortages, as SCC's security experts provide 24/7 proactive security event monitoring and alerting from our Security Operations Centre. Supporting productivity through digital transformation.

Our Experience in the Manufacturing Sector

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Babcock International Group plc is a British multinational corporation headquartered in the United Kingdom, which specialises in support services managing complex assets and infrastructure in safety- and mission -critical environments. SCC is the primary IT supplier to Babcock, providing around 450 devices per month all of which go through the entire SCC Lifecycle Service. This includes the configuration, asset tagging, dispatch and support of all equipment. SCC manages these devices thought their useful life within Babcock, maintaining them and upgrading them where necessary and also cascading them down through the organisation until they are securely disposed of via the SCC disposal and recycling services. Recycled devices which are not repurposed within Babcock, are sold by SCC with a portion of the resale value returned to Babcock. The majority of this equipment is end user devices, including peripherals.

With over 28,000 end user compute devices to support, SCC has developed highly efficient processes for Babcock to order items and have them delivered to the desk at any one of their 350 sites across the UK. Holding between 400 – 500 devices in stock at any one time for Babcock, SCC ensures that stock is always readily available for configuration and dispatch to site. Previously when Babcock were ordering directly from a vendor the timeline from order to delivery was approximately 21 days. SCC brought this down to 4 days for delivery, or 5 days for installation at the desk. Babcock now order from SCC via our Lifecycle™ internal catalogue that is regularly maintained and updated in line with business requirements.

SCC utilises our distributed engineering resource located across the UK to deliver onsite break/fix coverage for the deployed equipment. This includes provided onsite dedicated resource to action builds, IMACs and repairs at Babcock's largest site, the Davenport naval site. Due to the secure nature of the work that Babcock undertakes, all SCC engineers are SC cleared and SCC is a UK Secure Supplier. This ensures that the stringent security processes and procedures that Babcock have to adhere too are met by SCC as a strategic part of their supply chain.

When required we also configure and deploy networking devices, networking switches and server blades to Babcock. Other services SCC have provided to Babcock include a number of audio visual and conferencing projects within their business hubs, including the support and maintenance of these devices.

We also have a Print as a Service contract in place, which is provided through SCC's dedicated Document Services team.

SCC have built a trusted partnership with Babcock at all business levels from the CIO down and will continue to work closely with them to deliver further IT services which align to their business priorities.

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In early 2020, British Steel were acquired by China's leading steelmaker and multinational conglomerate, Jingye Group. Following this acquisition, an assessment was carried out to identify business improvements, this included a review of current IT contracts, of which a substantial amount were currently outsourced to TCS.

It was identified that the Data Centre Service being provided by TCS, was mission-critical to the efficient running of the business, however British Steel had no control over the service or transparency into what the service consisted of. To regain control of their data and infrastructure, with the aim of supporting future transformation, Jingye Group wanted to bring control and management of IT inhouse. They tendered for a partner to support them in migrating the current TCS managed service for Data Centre storage and back up into their own owned greenfield data centre environment.

The current TCS service was spread across two data centre environments and used a significant amount of legacy IBM kit which would need to be reviewed and migrated. Following an 18 month tender process, which included current service providers to British Steel Softcat and TCS, SCC were chosen to deliver the Data Centre migration project.

Having no previous experience of working with SCC, the skills, knowledge and experience of our bidding team were key to SCC winning the British Steel contract. Our Professional Services team worked closely with British Steel to design and cost a solution which met their business objectives and would migrate the data centre environment in the least disruptive way to production possible. Utilising previous experience in data centre migrations, the SCC team proposed a number of technology solutions until one was found to meet British Steels requirement, this previous experience enabled SCC to de-risk the migration for the customer.

SCC's solution for British Steel included the purchase of a new data centre and pulling together the right mix of technologies and vendors to build this out, including the supply of integral technologies including servers, networking and security. SCC worked closely with our vendor partners Nutanix, Aruba, Veritas, Palo Alto and IBM to build the correct solution for the customer.

SCC's strong partner relationships helped us to mitigate supply chain issues which would have affected the delivery schedule for this project. When our original hardware vendor was unable to supply the Nutanix loaded hardware, we were able to quickly utilise our partner network to source alternative hardware options for British Steel, so that the delivery timeline would not be affected.

This project is currently on track with migration scheduled to take place in August 2022.

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