Travel, Transport and Logistics

SCC

drive.

Accelerating Technological change to improve the consumer experience.

02

we simplify.

Transformational technologies

Introduction

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As volumes increase year-on-year, many travel, transport, logistics and parcel delivery companies have exhausted traditional avenues of driving business benefit through people and process-related change. As a result, they are now looking to innovative technology and process automation to achieve competitive advantage, attempting to remove the legacy processes that hold them back. Additionally external market demands are re-presenting challenges which drive the need for organisations to focus on agility to meet and take advantage of changing market opportunities.

However, the sector challenges that present themselves are vast, complex and disruptive to how many organisations have successfully operated in the past. This sector has dynamic customer demands and also needs to remain agile to support the requirements of their own staff. The industry focus on meeting net zero requirements means that this sector always needs to consider its ESG (Environmental & Social Governance) targets, some of which might feel unachievable during a period of significant underinvestment and cost pressures.

It is not all unwelcome news though; this sector is well-placed to benefit from better technology utilisation. As the UK moves into a new era, it will be the businesses with well defined, forward-looking strategies and agile operating models underpinned by resilient and cost-effective IT platforms that are poised to capture the most growth.

At SCC, we never stand still and want to continually see our customers succeed in their chosen marketplace through the powerful use of technology that we provide. That passion is the ethos on which SCC was built and it continues to drive us forward.

We look forward to working with you in this exciting new digital age of change.

Key Challenges in the Travel, Transport and Logistics Sector

Sustainability Aims

Demands on the travel, transportation and logistics industry sector have increased exponentially with the digital age, driving new methods of customer engagement and increasing customer expectation. As innovative firms develop new transport options (such as all electric planes), organisations need to embrace technological innovations such as automation and non-contact solutions which are becoming increasingly popular.

At the same time, they are all being expected to meet the net zero requirements and targets of the UK government and of consumer attitudes. The UK has committed to reduce its greenhouse-gas emissions to net zero by 2050. As part of this promise, the government has a target to cut emissions by 78% by 2035, compared with 1990 levels. In 2021, Boris Johnson set a target for all of the UK's electricity to come from clean sources by 2035.

According to High Speed Rail Group (HRSG), the High Speed Rail: Net Zero Voices report makes clear that, given the transport sector is the nation's largest single emitter of greenhouse gases, high speed rail has a significant responsibility to minimise its environmental impact through innovation and set new, higher standards for green transport. HSRG added that with road transport accounting for

67% of the transport sector's greenhouse gas emissions, and rail just 1.4%, modal shift away from cars and planes towards rail will also have an important role to play in meeting net zero by 2050.

Areas of sustainability that may at first sight seem to offer only marginal savings on emissions can often deliver bigger results than expected. For example, the digitalisation of freight documents has already begun, with traditional paper CMR international consignment notes being replaced with e-CMRs. This is estimated to save some 166,000 trees being cut down each year. Digitalisation also reduces the need to store paper documents for years, which in turn saves administration and indirect warehousing costs. Technological and political developments such as Brexit will accelerate the transition to paperless supply chains.

Another key consideration is the potential introduction of Low Emission Zones (LEZs) in areas across the UK including Birmingham, Leeds, and Nottingham could affect transport and logistics in several ways. Some companies could choose to divert around the new LEZs at the expense of increased fuel prices and wages. Many firms could upgrade their vehicles in order to comply with new emission standards in the affected areas, or abatement technology could be fitted to freight vehicles in an effort to purify their emissions.

Adjusting To a Post-Epidemic World

As we emerge from the pandemic, we must assess how COVID-19 has drastically changed and accelerated digital change and innovation within the travel, transport and logistics sector. It is important to consider how to address changes in traveller behaviour, flexible travel expectations, low consumer confidence and changes in working patterns.

Passenger numbers on buses and trains are about 75 per cent of pre-pandemic levels, with lifestyle changes of working from home and shopping online amongst the causes. Amongst a sea of digital change and opportunities, historic low investment in transport infrastructure instead of embracing digital opportunities has led to lower productivity. Significant government investment to keep bus and light rail services running across England, will provide a much needed opportunity to upgrade old legacy infrastructure to modernise and improve services, encouraging an uptake in public transport, with greater user experience and a far more sustainable net-zero carbon footprint with more environmentally friendly transport.

A transition to electric motoring is also on the cards, with manufacturers being banned from selling new traditionally-

fuelled cars and vans from 2030. Embracing this change will be only possible with major infrastructure improvements which give drivers "the right to charge", an industry body has warned. Society of Motor Manufacturers and Traders chief executive Mike Hawes said the sector is "up for the challenge" of phasing out new petrol and diesel cars, but its efforts must be accompanied by huge investment in public chargers.

Following travel restriction during the pandemic, the UK tourism market is expected to decline after the boom in business of 2021, as UK holidaymakers are setting their sights on holidays abroad. The UK and abroad travel industry may suffer though as soaring fuel and energy costs see the prices holidays soaring, with travelling within the UK also seen as a costly endeavour. Travel and hospitality companies need to streamline costs and improve services if they hope to secure holidaymakers spend this year.

Drive Productivity and Reduce Costs

The sector is engaged in a period of profound change, driven by technological and competitive forces. As these accelerate, organisations are introducing new technologies to serve increasingly sophisticated customers who expect the types of digital experiences available from other industries.

The challenge is how to keep up with these changes and utilise technological innovations including greater connectivity, autonomous systems, new business models and robotics. The pandemic has only increased the speed of tech adoption in the travel industry, with a McKinsey survey predicting an acceleration of digitisation by up to 4 years. The travel and tourism sectors were two of the hardest hit by the pandemic, with restrictions on travel and health mandates implemented across the world to tackle COVID-19. But as these sectors prepare for the return of business at scale, adopting digital ID solutions can enable government and businesses to facilitate safe and increased travel, whether by allowing travellers to store all of their travel and identity documents in one easy-to-verify place, for example, or reducing physical contact and overcrowding throughout passenger journeys.

Staff Shortages and Well-Being

As technology drives modernisation, rationalisation and consolidation, organisations must ensure that their workforces transform alongside changing business opportunities and priorities.

Automation will affect the supply chain far beyond the walls of the warehouse and sorting centres, changing the way goods and people flow across all modes and destinations. This increased reliance on automated services will trigger a requirement for new technical, digital and professional skills which are not easily found in today's workforce. This greater competition for talent is limiting many organisations' ability to evolve, grow and adopt new technologies.

The challenge of a skills shortage is further compounded by the increasing number of skilled, knowledgeable workers that are approaching retirement age and the departure of many skilled workers from EU countries as a result of Brexit.

On top of staff shortages and skill shortages there is also a staff wellbeing issue that is stark and needs addressing. Workers in the transport, travel and logistics industry take up to three times more sick days than the average UK worker. Research by time and workforce management solutions provider Mitrefinch - an Advanced owned company - found that transport staff took 11.4 days off sick, whereas other workers in the UK took an average of 5.8 days leave for sickness last year. Assessing the cause behind this statistic as well as making plans on how to improve staff wellbeing is key to unlocking greater productivity across the sector and de-risking transport services.

SCC's Services for Travel, Transport and Logistics

SCC has worked with Travel, Transport and Logistics 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 clients dependent upon the specific natures of their business however we consider the **following to be 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.

Device as a Service (DVaaS)

Procure, maintain and securely manage the lifecycle of IT equipment with a fixed term monthly price.

Hybrid Cloud Services

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.

IT Asset Management

Build a complete inventory of hardware and software assets to manage their lifecycle through the business from procurement to decommissioning.

Network Transformation

Encompassing LAN, SD-WAN and Wireless, SCC has a number of network services to help organisations transform.

Modern Workplace

Many Travel, Transport and Logistics (TTL) organisations are under pressure to implement agile working and unified communication solutions at pace. Now more than ever, the ability for end users to work from anywhere with the best-in-class collaborative tools is critical. SCC are helping organisations across all sectors build hybrid working strategies to address these challenges.

With the legacy of the COVID-19 pandemic, remote working is already creating entire new organisational structures and even new business models. Organisations are now also looking at future modern workplace solutions to provide end users with a seamless work from anywhere experience.

Our Modern Workplace teams ensure our customers are secure, productive, connected, maintained and managed, delivering seamless collaboration and office mobility to help customers achieve exponential growth by aligning IT and business strategy. SCC will align people, process and technology to the following solution areas:

Collaboration and Communication

Traditional methods of communicating with drivers, through radio systems and personal phones are no longer suitable in a space where business leaders need to ensure compliance, security and efficiency in every conversation. Developing a unified communications and collaboration strategy is the cornerstone to creating sustained workplace productivity for TTL organisations. We are unique in our ability to discuss, consult, supply, deploy and support cross-discipline collaboration solutions as part of digital transformation in workplace productivity.

Creating a flexible, digital environment is key for enabling ever-moving employees to be productive and keep moving. Utilising communication features such as instant messaging, file sharing and video conferencing will help speed up the decision-making process and improve productivity across the organisations. Utilising an effective unified communications strategy allows TTL organisations to communicate more effectively with all employees, using a common, robust and supported interface.

Unified End-Point Management

TTL organisations 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, endpoint experience monitoring and technology adoption requirements. Understanding their IT estate and ensure end-point security is key to meeting regulatory requirements.

Application Modernisation

Many TTL organisations 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 to understand the organisation's 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

Aligned to our Modern Workplace Practice, our Technology Adoption team offers training, end user adoption and learning management services to ensure that our customers maximise the benefit of their investment in technology. Through a combination of different approaches, customers can pick and choose options that suit their environment and personnel.

Product Provisioning

Major IT investments and refresh projects can be daunting, as managing a number of suppliers requires a lot of co-ordination and can often see costs mounting. To avoid this hassle, TTL organisations often buy IT only when it's required, sweating assets until they no longer function. SCC works closely with our 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 for 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 TTL organisation'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 TTL end users 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 organisations which can integrate with other SCC services to form a bespoke managed support solution, available across all locations and geographies, onsite and remote.

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 employees 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 the TTL organisation's 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?

It is important for TTL organisations to transform and modernise in line with technology advances and changing consumer and worker demands. Adjusting to a post epidemic world and workplace has brought to the fore remote working. SCC's modern workplace solutions help to empower the end user, evolve and grow supply chain deployments and implement agile unified communications at pace. By shifting resource away from manual structures and business models, forms of transport and supply chains, TTL organisations will be able to free up cash for investments and projects that better suit their new ways of working and that will drive greater profitability and growth. The non-intensive remote forms of communication will also help to further support sustainability objectives through the reduced face-to-face nature of operations and less capital resources. With our extensive in-house capabilities, SCC is able to effectively co-ordinate between not only audio visual services, but also document services, data centre services and managed services.

Device as a Service Overview

The current economical and regulatory climate, as well as changes in customer, client and employee expectation are driving Travel, Transport and Logistics organisations 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 TTL organisations 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 Device as a Service (DVaaS) is a new way for organisations to effectively procure, maintain and securely manage the lifecycle of IT equipment. The IT market is driving the shift from Capex to Opex ICT services. What once required dedicated hardware, time and resources can now be fulfilled remotely via the cloud or by dedicated specialised companies. There has also been a significant shift towards commodity/utility pricing, enabling organisations to free up cash for investments and **projects** that drive improved profitability and growth. The SCC DVaaS service can provide Travel, Transport and Logistics organisations with a cost-effective and simple way to be equipped with the latest technology without Capex expenditure.

DVaaS works by providing customers with a mutually agreed service catalogue of IT bundles, each with clear fixed term monthly charges. It is possible to include peripherals as part of the bundles, should that be appropriate for the customer. All selected IT equipment bundles are configured with a customer-specific image (Standard Operating Environment) and can be bulk delivered to a centralised location or individual users. During the agreement, SCC will provide full support and delivery of DVaaS equipment including Hardware Maintenance, responding to and resolving any ICT issues a customer (user) might have.

Our Approach

At SCC we are uniquely positioned to deliver this service to our customers. At every stage, we utilise our in-house capabilities for DVaaS which enables us to provide the level of assurance our customers expect. This capability includes:

- Longstanding strategic partnerships with all Tier 1 vendors, enables us to offer a truly vendor agnostic solution.

- SCC retains title on devices as a result of internal financing, enabled by our funding partners, allowing customers to recognise this as a true Opex model.

- Birmingham based warehouse and dedicated configuration centre capable of processing over 500k devices per annum, with the ability to scale to 1 million.

- SCC employs 116 permanently employed field service engineers (not including access to site or third-party engineers).

- Leverage SCC's next-generation services, such as Service Desk, ITIL (V3) Service Management and field service engineers – who respond to 44k hardware and maintenance calls per month.

- The SCC Refurbishment and Recycling centre operates to the highest government environmental regulations (WEEE, CPNI and Blancco).

Why DVaaS for Travel, Transport and Logistics (TTL) Organisations?

TTL organisations need to protect their profits at 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, TTL organisations will be able to free up cash for investments and projects that will drive improved profitability and growth. Ensuring TTL employees have access to up to date IT will also help to assure staff satisfaction and give them the tools required to be more productive in their roles. The circular economy of the SCC service will also support sustainability objectives through the sustainable recycling of IT.

Hybrid Cloud

The current economic and regulatory climate, as well as changes in customer and employee expectation are driving Travel, Transport and Logistics companies to transform working practices to become more agile, competitive and drive cost savings. To overcome these challenges TTL organisations need to embrace the cloud. With cloud-enabled mobile solutions, collaboration tools and analytics, TTL companies can improve the customer experience and deliver greater operational efficiency. Cloud solutions enable TTL organisations **to** bring the full power of legacy data to front-line employees, and connect customers, employees and partners across the ecosystem in real time.

SCC has a number of services which can support TTL organisations in their journey to the cloud. The impact and legacy infrastructures, means this will probably be a long journey for most TTL organisations, with many moving to a hybrid model, rather than a full cloud outsource. SCC can work with TTL organisations to streamline the management of hybrid workloads and using our Cloud Readiness Assessment services can help to match your workloads to the most appropriate cloud services provider. This includes hyperscale providers such as AWS, Azure and Google Cloud or SCC's own Cloud+. An alternate option for secure workloads is to move to a private cloud infrastructure such as SCC's Sentinel, where the hardware, software and environment are dedicated to the TTL organisation.

Cloud Readiness Assessment

Our service approach takes TTL organisation 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 TTL organisations 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. 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 (SaaS).
- 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 TTL organisation to maximise the productivity of their workloads and which minimise the risk of operational down time during transition. Moving to a hybrid cloud environment will enable organisations to benefit from the flexibility and cost savings associated with shared and consumption priced services.

Our solutions include:

- **Colocation** – TTL organisations 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 Multi-Cloud for TTL Organisations?

TTL organisations need to keep up with technological changes and innovations in a way that perfectly suits them, but also need to make sure that these are managed properly within a hybrid network, compliant and sustainable according to prevailing net-zero ambitions. By adopting a hybrid cloud, TTL organisations will be able to combine public and private cloud into a managed service provision to save money, time and resources, while at the same time reducing the chances of any data security compliance issues. Our app optimisation and streamlined migration services help to unburden their own infrastructure and the increased use of public cloud will help to boost sustainability objectives, that may at first sight seem to offer only marginal savings on emissions but can often deliver bigger results than expected.

IT Asset Management

Travel, Transport and Logistics organisations are constantly seeking to cut costs so their limited budgets can be focused on core services and project delivery. However, they require a complex estate of software vendors to operate effectively and managing that estate can be time-consuming and expensive. Many organisations are devoting disproportionate resources to that management, reducing the time available to drive savings and so a more simplified, reliable approach to licence and software asset management is needed.

Our Asset Management offering is essential to find hardware and software assets quickly and easily in real time. This will provide a complete inventory of every endpoint device within the organisation's estate, along with the software and versions operating on those devices. This enables customer discovery across the network and provides licence compliancy across your estate. SCC can provide a full Asset Management service, allowing customers to effectively track the location of each item of equipment both by user and site. When combined with a starters and leavers process, Asset Management ensures that all equipment gets accounted for and reduces overall cost.

Hardware Asset Management

Utilising SCC's Information Technology Service Management (ITSM) toolset we can work with customers to build and maintain a database of the physical IT assets in use around the company. Storing this information centrally allows for the SCC Service Management to provide lifecycle management of the TTL organisation's estate, tracking an asset from purchase, through its useable life, through to decommissioning. It also provides additional information into the support behind the infrastructure including end of warranty and end of life phases. Tracking this information allows TTL organisations to remain compliant, minimise the risk from unsupported IT and deliver cost savings by decommissioning items which are no longer fit for purpose.

Software Asset Management

SCC's Software Asset Management (SAM) service involves working with organisations to evaluate their technology and licencing contracts, assessing software usage and identifying any issues and commercial risks. Providing insight into their software estates puts TTL organisations back in control and highlights areas of rationalisation to provide savings, while ensuring compliance with both vendors and legal regulations.

SCC deliver a SAM Maturity Assessment which identifies any gaps in existing tools, policies, processes and governance to help deliver control over software from requirement to retirement, with deliverables including a gap analysis, next step recommendations and priorities. The aim of the assessment is to determine risk and assess the impact this would have on the TTL organisation.

A plan can then be documented which advises how to minimise exposure, increase management and control and deliver value. By identifying how software and applications are used, SCC can map this against the organisations' licence history to identify savings that can be made through license consolidation. We review market trends together with licence metrics and price changes to help our customers secure the right product, at the right price.

Cloud Optimisation

SCC's Cloud Specialist teams work closely with our TTL customers to help them understand their cloud infrastructure, with many organisations turning to hybrid storage solutions it is often unclear what and how the cloud environment is being accessed and its true value to the organisation is often untapped. By completing a three step assessment with the TTL organisation, we can provide visibility into the environment, highlight any associated risks and identify any waste capacity which they are currently being charged **for**. Our service encompasses AWS, Azure, Hybrid Cloud, on-premise or hosted solutions. Wherever a customer is on their cloud journey, we can support their data centre strategy, from initial discovery and design through to implementation, management and optimisation.

Why IT Asset Management for TTL?

Intelligent management solutions have proved to help TTL organisations create more efficient ways of operating, which became critical in delivering the optimal consumer experience in the new post-pandemic landscape. For example, reliable infrastructure and on-time ready-to-operate vehicles are essential to ensure smooth operations both in mainline and public rail transport. It is therefore important that all the parties involved in investment, procurement and purchasing know the technical condition and value of the assets in question. This is true for financing, leasing or rental hand-overs, re-sales, and for situations where future investments need to be classified or warranty claims are made. With fully automated Asset Management solutions in place, valuable assets are monitored and maintained. A full audit trail with real time reporting means TTL organisations can see exactly who has removed which device, when it was taken and when it has been returned. This results in staff becoming more accountable and equipment being utilised more effectively, eliminating the need for arduous and costly manual administration. By re-aligning their priorities and increasing efficiencies through the use of technology and Asset Management, TTL organisations have the resources to deliver to meet changing consumer behaviours.

Network Transformation

The network is a key aspect of the IT infrastructure. It connects everything together and allows users to communicate and carry out their roles with ease. As we make the move to hybrid working, it is more important than ever for Travel, Transport and Logistics organisations to have the right provision in place to underpin the organisation in the right way. With the continued move to cloud, today's Wide Area Connectivity options offer a great transformation opportunity and hybrid working is seeing users needing to use collaboration tools more and more. This all needs to be architected with Software Defined Wide Area Network (SD-WAN) in mind and secured in the right manner to help TTL organisations to meet these requirements head on.

Local Area Network (LAN)

The LAN is the bedrock of the network, as a stable, reliable and scalable solution is needed to underpin connectivity requirements in TTL offices and buildings. Elements such as Internet of Things are presenting a wider challenge for TTL organisations as many different devices and systems are now network enabled.

The management of the network is a key consideration, with newer technologies offering automation of various tasks to streamline day to day network functions. SCC has a range of options for the LAN to ensure that it underpins the TTL organisation's business now and into the future and we have the experience helping a wide range of organisations to update their network according to their specific requirements.

Wireless

Wireless has become the standard connectivity medium for most users, whether it be corporate users or guests trying to access the network. The challenge is that wireless was originally an overlay to the wired network being installed into areas such as meeting rooms and break-out areas, but now wireless needs to provide ubiquitous coverage across an entire organisation and with more and more devices being connected, consideration around user density needs to be factored in as well.

SCC has been providing wireless services to a range of customers for many years, so we understand the issues, pressures and constraints that most TTL organisations face when implementing wireless, so we take the time to understand the requirements, challenge traditional thinking and propose the right solution and services to provide the right wireless solution for our TTL customers.

SD-WAN

Wide Area Networks are a staple of any organisation; connecting the various offices and buildings together has been a requirement for many years, but SD-WAN now offers an alternative approach where underlaying technologies such as direct internet access not only offers better value for money, but a better architecture for today's cloud connected world. Couple this with the enhanced security capabilities that Secure Access Service Edge offers for elements such as Network Access, Secure internet gateway, cloud firewalling and Cloud Access Security Broker, this offers a fantastic approach for TTL organisations to address today's hybrid working requirements. SCC's Secure SD-WAN capability offers a one stop, end-to-end approach to provide a managed service offering that really delivers against these requirements offering great value for money and a flexible, secure approach to Wide Area Connectivity.

Why Network Transformation for TTL Organisations?

The pandemic has only increased the speed of tech adoption in the TTL sector, with an acceleration of digitisation by up to four years. With increasing strains to the network appearing, it is therefore vital that TTL organisations efficiently and effectively transform their network to connect with the continued move to cloud and hybrid working. SCC's approach offers an extension and evolution of the network infrastructure, which couples a managed service, that helps to save money on previous added resource, with enhanced security capabilities that are important, due to the increasing threat of cyber security.
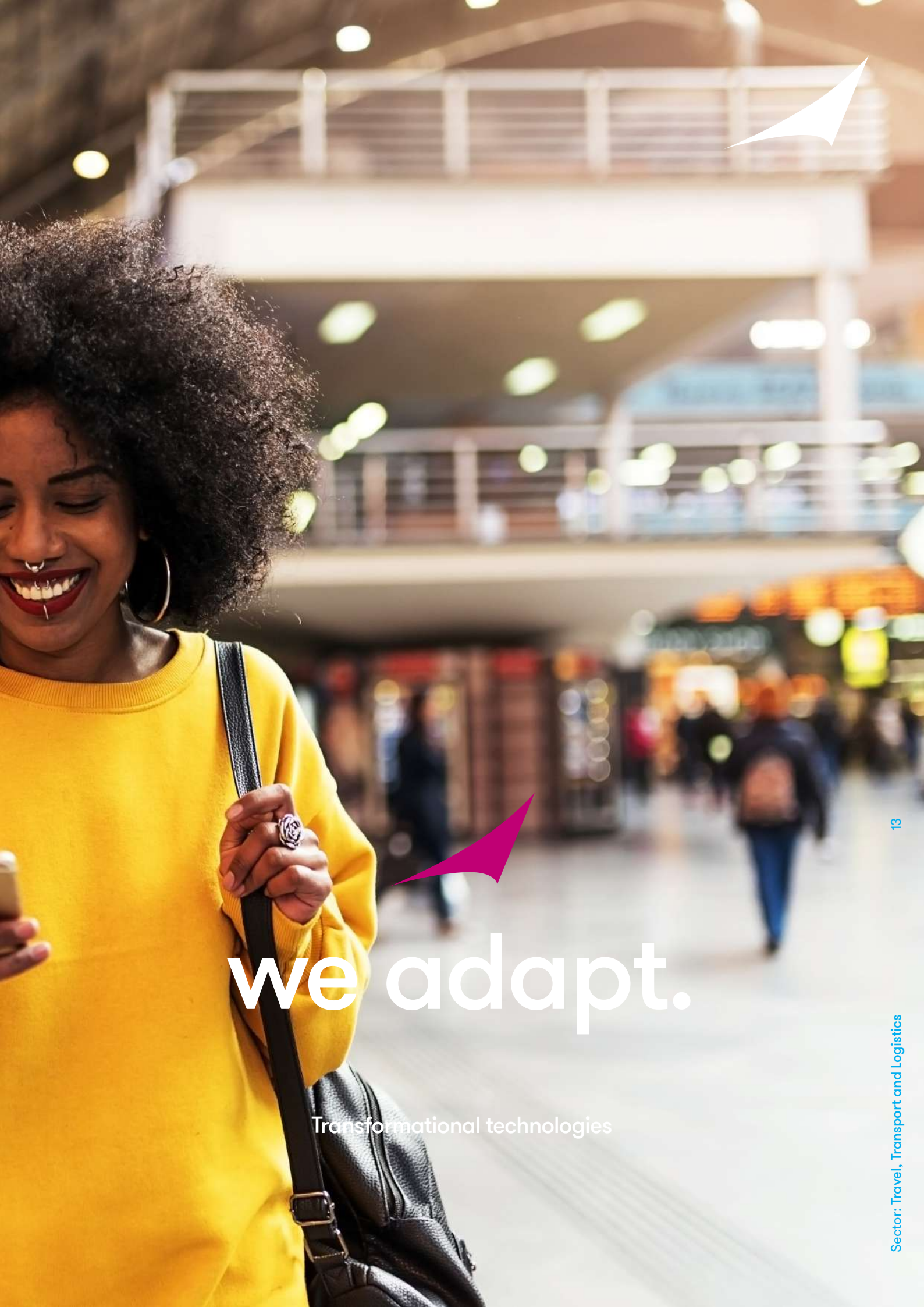
we adapt.

Transformational technologies

Our Experience in Travel, Transport and Logistics

MAG

Manchester Airport Group's (MAG) senior leadership had identified IT as key to supporting the growth in passenger numbers and their plans for facilities expansion. The existing IT infrastructure was ageing and required significant investment and transformation in order to be able to execute their plans.

SCC was engaged at a consultative level to develop a strategic roadmap for the development of a resilient and scalable IT infrastructure plan, which would align the use of IT to MAG's business objectives. This would be both a 'top down' (from a business perspective) and 'bottom up' (from a technology platform perspective) review of their existing estate, undertaken by the SCC Enterprise Architecture team. The SCC team would then align their findings to the business requirements and develop a gap analysis between the 'as is' and 'to be' states of the Manchester Airport Group infrastructure.

Working closely with MAG throughout the Discovery phase, SCC's Enterprise Architecture specialists took all key IT and business stakeholders through a series of defined principles, processes and technology discovery phases in order to clearly identify the business requirements and the current state, the 'as is', situation with the IT infrastructure.

The SCC team then reviewed the entire IT infrastructure, covering all aspects of data centres, application stacks, software usage, line of business applications, networking, storage, backup, disaster recovery, end user compute, mobility and more. To do this, SCC had to deploy over 22 subject matter experts into the account.

Once complete this enabled a gap analysis to be performed, which could be broken down into defined work packages that would take the Regional Airport Group from the 'as is' situation, to their 'to be' final solution. This process was not linear and involved aligning teams across the Regional Airport Group business, all of whom were co-ordinated by SCC, to hold collaborative workshops in order to question and challenge technical and business assumptions in order to deliver a defined and fully costed set of outcomes.

The findings from SCC's consultative engagement provided MAG a road map of the technologies required to underpin their day-to-day operation but also to ensure they realised their vision for the 'digitally enabled passenger'. This is where at each stage of a passenger journey through the airport – from parking and arriving at the terminal, through to boarding the plane – digital technology will assist them.

They had also identified that using digital technology effectively will allow them to generate additional revenue streams from their passengers and their onsite retail partners.

SCC continue to work with the Regional Airport Group on the continued development and implementation of this transformational programme.

RAC

SCC entered a significant new strategic partnership with RAC in January 2020. The five year contract is valued at more than £30m and supports in excess of 5,000 users. RAC 'Complete Peace of Mind' service is underpinned by the Digital Transformation Programme, driving the ambition to become the UK's #1 'Driving Services Provider'.

Through partnerships with leading technology providers such as SCC, RAC is developing an IT Strategy and Partner engagement model that will accelerate the digitisation of the business using Cloud, Data Warehouse Technologies, Artificial Intelligence, Automation and Chatbots. This focus will enable RAC to become more data driven, opening access into lateral markets such as long-term vehicle servicing, garage and parts cover and an expansion of EV products, dramatically scaling up their business and market opportunity.

A key aspect of the SCC managed service delivery for RAC is the provision of a Service Desk from our Shared Services Centre in Romania. This next generation Service Desk, using SCC's ITSM toolset (ServiceNow) is seen as a major progression from the previous service provider and involves the provision of SCC's Virtual Service Desk agent technology, to improve customer service and reduce the cost of service delivery. The future of the Service Desk revolves around the delivery of more automated services to reduce the number of agents delivering first line services, providing a more efficient service to drive up customer satisfaction rates and to decrease costs.

Pivotal to day-to-day operations and service excellence for RAC end users are the SCC Onsite Engineering Team, permanently based at each of RAC's core locations. Delivering immediate technical support to RAC colleagues, configuring devices for new users, carrying out ad-hoc repairs and providing 'how to' guidance enables staff to remain operationally focused at all times.

As part of our initial engagement, SCC worked closely with RAC to design a Technical Roadmap plan, of which we have already supported RAC to deliver several turnkey programmes. This included a LAN and WiFi Refresh which has enabled a better user experience with more stable and dynamic communications with customers, and the Windows 10 upgrade and rollout of several thousand new devices. We have also completed the upgrade of Oracle services across the business and the recycling and remarketing of over 1,000 legacy hardware assets.

SCC will continue to support RAC's Digital Transformation with additional program and service enhancement planned including the adoption of a fully managed Software Asset Management Service, the deployment of a new call centre digital signage platform, and the delivery and support of new state-of-the-art meeting room audio visual solutions.

SCC

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