

Anglia Ruskin University outsources management of its messaging and web systems to bluesource



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Gregor Waddell
Assistant Director Information Systems
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Enhancing the University's 24 hour IT service continuity, reducing costs and liberating in-house operational resources.

Anglia Ruskin University is passionate about the advancement of knowledge and the education of students, priding itself on taking university education in imaginative new directions. The university provides a range of contemporary courses and is committed to making a key contribution to the enhancement of social, cultural and economic well being. There are two main campuses, in Cambridge and Chelmsford, with over 31,000 students and 1,000 academic staff.

The challenge

For this rapidly developing university, ensuring the continuity and reliability of its IT services, used by UK and internationally-based students, was proving a challenge. To keep the systems running smoothly, Anglia Ruskin's operations team were picking up responsibility for managing the messaging and web services, 24 hours a day.

The university needed around-the-clock systems availability, which is especially important for providing access to students from different timezones, such as Malaysia, China and Trinidad. Having one of these systems go down out-of-hours without support was no longer an option. The university recognised that its in-house resources were not large enough to provide a sufficient 24x7 response at the required levels and looked for external assistance to fill the gap.

The solution

Gregor Waddell, Assistant Director Information Systems and Media Services at Anglia Ruskin University, explains the challenge, "With our operations team's limited staff numbers, it was proving increasingly difficult to support our IT infrastructure 24 hours a day. Out of hours IT support is critical for our international students in different time zones."

Anglia Ruskin's operations team required an expert partner that possessed a successful track record in managing similar environments, as well as delivering 24x7 preventative remediation - with stringent SLAs and regular management reports. Outsourcing systems management to a partner, would also liberate the university's valuable and skilled IT resources - so they could continue to aim for operational excellence.

The benefits

Anglia Ruskin University turned to leading information management company bluesource, to provide a range of fully managed services for the optimisation of its messaging and web services environment.

The service is delivered remotely from the bluesource Service Management Centre in London, providing 24x7 management and analysis of Anglia Ruskin's Microsoft Exchange 2010 and Enterprise Vault email archiving servers. bluesource proactively resolves any technical incidents, reducing systems' risks and enabling the university's operations team to focus on strategic IT projects, rather than day to day maintenance. Additionally, bluesource provided consultancy services to help the University plan its earlier Exchange 2010 upgrade, ensuring they have a server infrastructure that is reliable, protected and configured to industry best-practice standards. Combined with the benefits of the managed service, optimal system performance is assured 24x7, downtime is minimised and the university's business critical information is never compromised.

Waddell, added, "We chose bluesource to ensure that our systems operate at optimum levels, whilst reducing both the costs and challenges of managing our systems on an ongoing basis."



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