



With a major investment programme on the horizon, it was imperative that Yorkshire Water had confidence in their ability to deliver cost-effectively.

The management team at Yorkshire Water took the decision to change the way they work with their contracting partners. To put it simply, they concluded that everyone would work better together if they were all in the same place. Clarence Dock in Leeds was chosen as the location for the new Asset Delivery Team, encompassing some 500+ Yorkshire Water and contract partner employees.

According to Charlie Haysom, Head of the Asset Delivery Team: "Our new location will enable us to strengthen relationships with our working partners by bringing them together under one roof alongside our own colleagues. This collaborative approach will help us to focus more than ever on delivering the challenging programme of investment we have planned over the next five years to ensure that we continue to offer our customers the very best level of service at the lowest possible price."

A VERY MODERN PROBLEM

David Nussey, Network Technologies Manager at Yorkshire Water, found himself tasked with implementing the associated IT systems that would be at the heart of this new collaborative approach to business. This very modern problem might be understood as follows: how to enable everybody

to work anywhere, with access to everything.

Or more specifically, from a user perspective:

- Up to 550 users able to sit at any desk
- All users to connect to the shared physical network
- Contractors able to access their own internal systems
- All users able to access shared devices such as printers

"ALL SICL PROJECT MANAGERS START LIFE AS EXPERIENCED TECHNICIANS"

From a back office viewpoint, this brings with it particular obstacles to some familiar issues:

- Security - multiple security domains would be required to cope with multiple partners engaged across overlapping projects
- Agility - engaging new contractors and thus adding new users must be fast and effective allowing them to be up and running on day one
- Resilience - for a billion pound investment programme, any delays are expensive. Those that can be controlled, such as internal IT systems need to be bullet-proof
- Scalability - over a five year planning period, it is impossible to forecast exact resource needs at each stage in advance

"SICL HAVE QUICKLY UNDERSTOOD THE IMPORTANCE YORKSHIRE WATER PLACES ON PARTNERSHIP WITH OTHER UK ORGANISATIONS"

Julian Halstead, IT Services Mgr

- The ability to grow and shrink the organization in line with requirements is fundamental to strong cost management
- Excellent User Experience - with working effectiveness as the core goal, the user experience is paramount
- Low operational costs - effectively starting from scratch, the opportunity to significantly lower costs could not be missed

TECHNICAL KNOWHOW

SICL approached the brief, as they always do, in a collaborative and consultative manner. In this case, SICL integrated into Yorkshire Water's Technical Management, Engineering and Support teams for the duration of the project.

SICL provided a PRINCE2 project management practitioner to lead the project encompassing technical resources from Yorkshire Water and 3rd parties such as Cisco.

The solution chosen was a Cisco network including routing, switching and security following a best-practice 802.1x security design.



Key to the success of SICL's project management approach is that all those who qualify as Project Managers start life as experienced Technicians first – they know what they are talking about. The project was completed with a comprehensive transfer of knowledge to the Yorkshire Water technical teams.

As with all projects, there are issues that occur and that is when you realise the nature of your business partnerships. As Julian Halstead, IT Service Manager at Yorkshire Water put it, about SICL: "They're customer focused, responsive and have clearly demonstrated their capabilities on both planned and project work, and out of hours support."

"SICL'S HIGHLY EXPERIENCED CONSULTANTS WERE ABLE TO IMMEDIATELY UNDERSTAND OUR CHALLENGING BUSINESS REQUIREMENTS AND TRANSLATE THEM INTO A NETWORK DESIGN THAT PROVIDES THE FEATURES REQUIRED OF A WORLD-CLASS NETWORK"

David Nussey,
Network Technologies Manager,
Yorkshire Water

IMPACT

Yorkshire Water, through its engagement with SICL has built an extremely robust network to support its growth ambitions. With a platform that meets their key challenges around agility, security and resilience the Asset Delivery Unit is able to concentrate on delivery.

This was demonstrated in 2012 when Yorkshire Water won the Building Awards 'Integrated Supply Chain of the Year'. More importantly, it continues to change things on the ground, with the company hitting its lowest ever water leakage levels in 2012/13 exceeding its OFWAT targets by a double digit margin.

Yorkshire Water manage the collection, treatment and distribution of water in Yorkshire, supplying around 1.24 billion litres of drinking water each day. They also collect, treat and dispose of about one billion litres of waste water safely back into the environment. To do this they operate more than 700 water and sewage treatment works and 120 reservoirs.



SICL is an award-winning technology company specialising in IT service and solutions; on-premise, in the cloud and hybrid. Using its expertise, experience and accreditations, SICL helps organisations design, deploy and deliver IT services aligned to strategic aims.

From 'datacentre to desktop' SICL provides project and support services tailored to individual customer requirement delivering technical excellence with exceptional customer service.

SICL House,
131 Upper Wortley Road,
Leeds, LS12 4JG

Company registration number: 227 6852
VAT: GB631921945

0845 459 1995
info@sicl.com

