Laura Nelson, Operations Director at RTITB, has helped to oversee a fundamental shift in the company's fortunes. Key to enabling that has been the transition to a cloud based infra-structure that the company embarked upon in 2010.

A NEED TO CHANGE

The management team were well aware of the limitations of their IT system and the fact that it would limit their growth ambitions if not addressed. A more robust platform would help make possible international expansion into Europe, the Middle East and Africa.

The company was experiencing a number of issues and outages, which were impacting efficiency. The problem had become big enough to manifest itself in missed deadlines, impacting customer relationships, employee morale, profitability and thus future plans.

At a more day-to-day level, it was clear that a key communication system – email, was dependent upon an ageing server platform; this was clearly a weak spot and no longer fit for purpose.

As an accreditation body, it is paramount that the integrity of the certification process is maintained – a lot of trust is placed in the qualifications by employers and contractors alike to manage their own operations. Anything in the process that damages that credibility is regarded as a business-critical issue.

SCEPTICISM OVERCOME

In her own words, Laura admits that she "was apprehensive about embarking upon a totally outsourced solution for our ageing IT systems and infrastructure, particularly the solution's potential impact on operations should the Cloud not produce the promised results."

SICL pride themselves on their success record and approached the project as another chance to add to it.

Carefully taking on board RTITB's detailed requirements covering reliability, performance and, of course, scalability, whilst recognising their clear desire to make a step-change in capability, SICL put together a solution and support strategy based upon Cloud technologies.

"SURPASSED ALL MY EXPECTATIONS"

SICL now delivers all systems from SICL datacenters. This means all critical datasets are stored securely and also replicated in a second datacentre to provide full disaster recover capability should that prove necessary. It also means that RTITB is no longer reliant upon ageing and unreliable infrastructure to deliver their core processes such as email.

Key to success was not just the solution, but how it was implemented. Many within RTITB were skeptical regarding the amount of disruption that would be experienced to the business in reaching the sunny uplands promised by a move to the cloud. SICL minimised the potential for disruption from the very beginning, utilising PRINCE2 methodologies and direct liaison with key 3rd party vendors to ensure a smooth transition.

The moment of truth for any new system is when users login and get to grips with it. To make sure that this key group of stakeholders was on board, SICL conducted skill migration training on the new software to ensure that everyone was up and running on day one.

"MY FEARS WERE COMPLETELY UNFOUNDED AND I HAVE TO SAY THE MIGRATION AND SUBSEQUENT SYSTEM OPERATION HAVE SURPASSED ALL MY EXPECTATIONS."

> "WITH THE SUPPORT OF SICL'S TEAM AND SICL'S CLOUD SERVICES, THE WAY RTITB ENGAGES WITH ITS IT SOLUTION HAS TOTALLY CHANGED AND WE NOW HAVE A MORE EFFICIENT, PRODUCTIVE AND PROBLEM FREE OPERATION"
>
> Laura Nelson,
> Operations Director

According to Henry Barker, SICL Account Manager for RTITB: "Part of the power in the solution has come from limiting the local footprint to the bare minimum required – essentially just network switches and thin client devices. In simple terms, there is very little to go wrong locally."

IMPACT

Whilst RTITB have managed to lower their total cost of ownership quite significantly as a result of the migration to the a cloud based infrastructure, the major benefit has been the way that the business has become free to focus on its core activities without worrying about the IT system.

In the three years prior to the move, the revenue of the business had been relatively static. In the equivalent period since the move, the management team have been able to grow revenues by 38% and net profit by 49%.

RTITB is the largest lift truck accrediting body in the UK and Ireland, working with over 500 of the UK and Ireland's best trainers, including TNT, Coca-Cola and Boots, as well as quality SMEs. RTITB is also the largest consortium in the UK for the delivery of Driver CPC training. The Master Driver CPC Consortium offers flexible and effective courses and training materials and has been developed utilizing RTITB's 40 years' experience in the road transport training industry.

RTITB
SETTING THE STANDARD

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.

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