



By Appointment to  
Her Majesty The Queen  
Information Technology Services  
Technology Services Group  
Newcastle upon Tyne



## Case study: Royal Institution of Naval Architects

Complex office move with full telecoms infrastructure refresh including TSG's leased lines and calls service  
Reduction of hardware equipment with use of virtual server technology

Voice & data cabling, plus WiFi to enhance connectivity

24/7 monitoring - through SystemCare to protect the business from data loss or downtime

Future development of membership software

# Total IT Solutions

Nothing in your technology environment exists in isolation. Many customers choose to work with TSG thanks to our comprehensive capabilities across all areas of IT services and support. From telecoms to infrastructure, business applications to 24/7 system monitoring, we believe that delivering effective solutions and business efficiency is all about ensuring that all of the elements of your IT mix are working in perfect harmony.





## The customer

**Founded in 1860 to 'advance the art and science of ship design', today the Royal Institution of Naval Architects (RINA) is a world renowned and a highly respected professional institution with almost 10,000 members involved at all levels in the design, construction and maintenance of maritime vessels and structures in over 90 countries.**

The Institution is a widely represented in industry, universities and colleges, and maritime organisations.

In addition to providing a professional qualification which is internationally recognised, the Institution publishes a range of journals and organises conferences covering the whole spectrum of the maritime industry.

## TSG AND RINA

### The customer objectives

**Having already built a strong relationship with TSG over the last 10 years, RINA approached the experts to help them with their move from their Headquarters in London where they had been for 75 years to new Headquarters, also in London.**



RINA's HQ

RINA's main objectives from the outset were to minimise disruption to the Institution's work and activities during the course of the move, and ensure a smooth transition from closing the network down to restarting and setting up the IT hardware in new surroundings.

Graeme Mitchell, IT Technical Support Officer at RINA explains, "After many years of various different separate suppliers providing support for software, TSG's initial involvement with Enterprise MRM and Sage, core IT support, telephony and maintenance of our telephone system, our relocation to new premises was the ideal opportunity to think about bringing all under one supplier."

**" We approached TSG in advance of our move, specifying we intended to have a complete core IT and telephony refresh. "**

Updating RINA's IT and telecoms infrastructure would keep the Institution's new office running at peak efficiency and provide more advanced technologies which would better fit their business requirements.

Graeme adds "Our Account Director did the rest and a proposal came back after consultation with TSG's technical specialists which we were happy with."

## The TSG Solution

Following a full audit of their network, TSG recommended replacing RINA's old physical server infrastructure with virtual server technology, thus reducing hardware equipment and also saving the Institution costs that would have been outlaid supporting various physical machines.

The replacement of the old telephone system to Mitel would provide RINA with more modern, robust handsets and include much needed conferencing facilities. Along with this TSG fitted voice and data cabling as well as Wi-Fi throughout the new office environment to further enhance RINA's telecoms infrastructure. RINA also took advantage of TSG's leased lines and calls which brought with it significant cost savings and improved internet connectivity.

The Institution already uses TSG for reliable software support, both for their Sage 200 solution and TSG's very own Membership software.



The Royal Institution of Naval Architects

Therefore both products were simply transferred across to the new infrastructure and operational promptly for staff to use.



To ensure that their revamped system worked seamlessly RINA finally took advantage of TSG's IT support service SystemCare; wrapping up their full IT network into the proactive

monitoring service. For added security and peace of mind, TSG also deployed Sophos' Unified Threat Management device.

This large-scale project required significant planning on TSG's part; maintaining timescales and budget, configuring tasks in phases, bringing in relevant expert involvement at the right times, and fundamentally keeping RINA's downtime to a minimum.

What attracted RINA to handing the project over to TSG was the fact that they could manage the full relocation and provide the on-going support they required for most of their IT elements.

### **The benefits to RINA**

**Being able to look after the full project - having one point of contact for all aspects and assuring a seamless move - and subsequently provide a 'one stop shop' to give RINA on-going support for their full IT network were crucial factors in RINA's selection of TSG to carry out those functions.**



Settled in their new Headquarters, the Institution is very satisfied with the results of the IT refresh - seeing real cost savings and added value through economies of scale and more efficient working.

Graeme comments,

**“ RINA now has a modern, fast infrastructure in terms of core IT equipment and new technology for internet connectivity using EFM. This enables us to communicate fast and effectively with Members, customers and other stakeholders world-wide.”**

Delighted with the project, Graeme concludes, “The service from the TSG Team has been excellent. Throughout the project to refresh our IT we have been in constant communication with our Account Director and Project Manager at all stages.”

### **The future for TSG and RINA**

**TSG is already working with RINA on upgrading their membership software with TSG's latest membership management solution - TSG Tribe.**

Built around the Microsoft Dynamics CRM platform, Tribe pulls together important information required to deliver an exceptional membership experience.