

AMDH Services Limited



Case Study

Lifecycle Consultancy for KCOM

The Challenge

KCOM manages a large Public Sector Network (PSN) for one of its customers and has an aligned Lifecycle Consultant for the account. KCOM was for a period lacking resource to fulfil the Lifecycle Consultancy. AMDH Services Limited was asked to provide a suitable consultant to deliver the requirements of the role until a full time permanent staff member could be recruited and brought up to speed.

The Lifecycle Consultant within KCOM is the senior technical representative of KCOM within the account team and manages the day to day technical delivery of the account. They are responsible for fourth line troubleshooting, reporting, SLA management, attending customer meetings, and managing presales for complex new requirements from the customer.

How we helped

AMDH Services Limited worked with KCOM to fulfil the requirement of Lifecycle Consultancy within the PSN Account for a period of around 12 months until a KCOM full time staff member had been recruited and had come up to speed with the requirements of the account.

PSN Connectivity

The UKG PSN is a tiered government network it has a top level core network – GCN, then a number of “interconnectivity” providers called DNSPs, edge connectivity providers called PSNs, and then consumers such as Councils.

What is GCN?

The Government Connect Network (GCN) is a central core high speed transit network. No services are offered directly onto the GCN.

What is a DNSP?

Direct Network Service Providers (DNSPs) provide onward connectivity for PSNs and consumers to the GCN.

What is a PSN?

Typically the PSNs such as emPSN, wmPSN, emCloud, etc are single Councils or groups of Councils who are buying their WAN connectivity, internet and PSN connectivity from the same WAN provider. This provider connects all their sites using a MPLS network and then provides internet and PSN breakout to a data centre location. To provide PSN connectivity the WAN provider would connect to a DNSP.



Lifecycle Consultancy

Ensuring that customers have a single point of contact who understands their environment and can answer their questions

BACKGROUND

KCOM operates the UK's largest Public Sector Network (PSN) on behalf of one of its customers. This environment has numerous local government organisations using it to provide a MPLS based Wide Area Network (WAN) for their edge sites along with access to the PSN / GCN and the internet.

Additionally this network connects in excess of 1500 schools and provides internet access, and other services to them.

The network consists of well over 2000 devices from a variety of vendors.

ADHOC REQUESTS

AMDH Services Limited Consultant helped KCOM to respond to specific requests that were not faults or incidents but needed a more considered response.

FOURTH LINE SUPPORT

Sometimes an issue reported by a customer had no obvious solution or needed further investigation as to its cause. AMDH Services Limited managed this type of request.

REPORTING

AMDH Services Limited Consultant was responsible for generating and presenting reports around the below metrics in line with the requirements of the PSN customer.

- Availability
- Capacity

SLA MANAGEMENT

Sometimes it was necessary to investigate the cause of SLA breaches in order to identify whether the cause was excluded from the SLA and whether any further action could be taken to prevent the breach from re-occurring.

CUSTOMER MEETINGS

Our consultant attended customer meetings with KCOM as and when required in order to ensure that KCOM was not left without technical support at those meetings.

COMPLEX PRESALES

Sometimes customer requirements can be non-standard and need to be captured in detail and then a technical proposal developed and costed before being presented back to the customer.

For example a data centre move, network infrastructure upgrade or major firewall change.

Our consultant working with KCOM on responding to this type of requirement and presenting the response to the customer.



**We make IT
simpler by
breaking
down
complexity**

About AMDH Services Limited

AMDH Services Limited is a small consultancy specializing in IT Technical Design and Architecture for the public sector and enterprises.

Our Mission is to work with our customers to deliver optimal designs that meet the customer requirements and are within the agreed budget. We will do this by working with the customer to understand the requirements at the onset in order that the requirements can be used to clearly set the agenda when working on the project.

We specialise in network design, cloud services design, strategic direction and leadership and business case development.



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