

# CASE STUDY

## London Metropolitan Network (LMN)

### A GREATER DEGREE OF SECURITY FOR LONDON'S UNIVERSITIES AND COLLEGES

As part of its commitment to providing world class connectivity to London's universities and colleges, London Metropolitan Network (LMN) asked the institutions it serves about their need for new services. A large majority asked for online data storage to provide enhanced business continuity for their work in teaching and research - LMN made available to them the leading service in this area, the VBAK automated data backup from InTechnology. Now the benefits of this and other value-added services from InTechnology are being enjoyed not only by Higher and Further Education institutions in London but more widely by public service organisations in the capital and academic bodies nationwide.

#### London Metropolitan Network

LMN provides a state-of-the-art, high-bandwidth network connecting Higher Education and Further Education institutions of Greater London to the JANET academic network. A non-profit making limited company, owned by these institutions, it has a mission to foster sharing of knowledge through fast, reliable and secure connectivity and to play an active part in the regional economy as a leading provider of knowledge-based services. The Network has 12,500 kms of cable around London, ships 1,153,600 Gigabytes of data (1.2 Petabytes) each year and is one of the biggest providers of internet connectivity in London. Through joint ventures and partnerships, LMN extends the range of services it offers to the 100 universities and colleges who are its members.

#### University and college requirements

*"We aim to provide not only first-class connectivity for our members in London's academic community but also services to help them achieve secure, resilient and robust IT for their users in London's colleges and universities,"* explains Maria Iliia, Business Development Manager at LMN.

When the need for a robust data backup solution became clear, a high-level steering group was set up within LMN to act as a forum for views from all parts of the community on secure data storage and business continuity and to guide the search for a solution. Leading members of the IT community within member universities and colleges were invited to join the steering group. It was important to find a solution which would work flexibly within the different technical environments of London's varied universities and colleges and which was scalable as requirements grow in the future.

Universities and colleges hold confidential data on students, staff, alumni, research projects, teaching programmes,

examinations and academic links - as well as vital administrative data. They are subject not only to regulations on data protection but also, potentially, to Freedom of Information regulations, which require that personal data held by the organisation must be made available to individuals if requested. Business continuity is a key issue in London and it is important that data which has been stored can be rapidly retrieved in case of emergency.

#### Confidence in LMN

InTechnology's VBAK service for automated data backup was identified and a full investigation undertaken into its potential benefits to LMN members. The VBAK solution was seen to be working successfully in other major public sector environments and had been awarded the code of connection to NHSIA, an essential qualification for a service working within colleges attached to London hospitals and healthcare institutions. The security of InTechnology's service delivery model had also been assessed by independent CISO Listed Adviser Scheme (CLAS)-certified security consultants on behalf of the Department of Trade and Industry, resulting in InTechnology being authorised to store HM Government data protectively marked "Restricted".

Following the success of a technical trial and legal review, the LMN network was connected to InTechnology's LANnet network for supply of Managed Services and LMN was able to offer the VBAK service on an aggregated model to its member institutions.

LMN members can subscribe with confidence to the VBAK service because they know that LMN has provided scrupulous quality assurance procedures with academic priorities in mind.

*"For member institutions, it is extremely helpful that we negotiate favourable terms with InTechnology so that they benefit from savings on normal commercial subscriptions for these services,"* explains Maria Iliia. *"We have also negotiated Service Level Agreements which have the required high levels of performance needed for the 24 x 7 operational requirements of today's international centres of learning based in London."*

#### VBAK success

Within a period of 18 months, 20% of LMN's Higher and Further Education institutions have contracted to use the new VBAK suite of automated offsite data backup and online recovery.

*"As soon as we began to offer enhanced data backup and storage from InTechnology, some of London's most distinguished institutions, including London Business School and Birkbeck College, decided to take up these services to assure the integrity and security of their academic and administrative data,"* says Maria Iliia.



With VBAK, data is backed up on an automated basis through a Virtual Service Gateway (VSG), installed at locations on the client's network. The VSG compresses and encrypts data from the network at pre-set intervals and transfers it via a secure circuit to a remote and secure InTechnology Data Centre. At the Data Centre, client data is held in a secure N+1 environment with uninterruptible power supplies and power backup and is supervised 24 x 7 by highly qualified technical staff with expertise in data management.

All client data, safely stored in the Data Centre, can be restored rapidly as required for business continuity. As volumes of data grow at the client's premises, the VBAK solution can be scaled up as necessary.

*"Because the VBAK service is automated, it can also free up the skilled IT staff in our member institutions from the chores of manual data backup procedures and allow them to focus on support for our community's mission of teaching and learning for the wider community in London,"* explains Peter White, Chief Technical Officer at LMN.

## Additional InTechnology services

With the success of the VBAK service among LMN members, further InTechnology services were negotiated by LMN for their community, including Information Lifecycle Management email and file system archiving services, hosted Microsoft Exchange and Web File Storage services.

As a provider of data storage solutions for the past 20 years, InTechnology has expertise across a wide range of vendor hardware and software and can operate flexibly across varied technical environments. As a business, InTechnology has always adopted the partnership model and works flexibly in partnership with LMN to support the introduction of services to members.

*"We have extensive experience of working to provide Managed Services in the public sector and appreciate fully the priorities and restraints of LMN members in their work to support scholarship, teaching and research,"* explains Anton Murphy, head of public sector sales at InTechnology.

InTechnology clients include Blackpool Fylde and Wyre Hospitals NHS Trust, Hounslow PCT, National Housing Federation, Acas, Department for Transport, DTI, Home Office (Criminal Justice IT), Heritage Lottery Fund, Houses of Parliament, Scottish Enterprise, Cheshire Constabulary and Metropolitan Police Authority.

*"Our ability to offer InTechnology's world-class services to our community demonstrates that we respond fully to their requirements,"* says Peter White.

## A wider community

LMN now provides first-class connectivity and its range of generously-discounted InTechnology services beyond its members in the academic world to libraries, not-for-profit organisations and other public sector bodies in the London area.

*"In all parts of the public sector, IT managers are under the same pressures as our members in universities and colleges; we are all working to save on costs, achieve better value and raise performance levels for our users,"* says Maria Iliu.

*"We are offering LMN membership and InTechnology services to any public sector bodies, not necessarily connected with learning, but where the use of the network is to the benefit of the local community or to the public in general,"* explains Maria.

## Benefits and value

LMN members benefit not only from assured technical excellence and SLAs in subscribing to InTechnology services with LMN – they also benefit from costs typically 20-40% less than those delivered via dedicated InTechnology network connections.

*"Both we at LMN and our member institutions have been delighted with the technical and operational benefits of InTechnology's Managed Services and also with their responsive approach to the demands of the public sector environment,"* concludes Maria Iliu.

Over 22 service agreements have now been signed with 15 institutions in London, including Birkbeck College, British Library, City of Westminster College, King's College London, King's Fund, London Business School, Multiple Sclerosis Society, Ravensbourne College of Design and Communication, Regent's College, Royal Academy of Music, Royal London School for the Blind, School of Pharmacy, University of Westminster and the Working Men's College.

Success in London's education community has led to services now being available to the entire UK academic community connected by the JANET network. Through a third party services agreement between InTechnology and United Kingdom Education and Research Network Authority, InTechnology services are available to any JANET user. The first customers under this agreement are Plymouth College of Art and Design and University of Abertay Dundee.

## The last word

*"Selective outsourcing of IT services is in our interests and should be considered in specific areas where it can be shown to be both efficient and effective, as in the case of the LMN/InTechnology partnership model,"* explains Dr Jasbir Gill, Director of Central Computing Services at Birkbeck College.

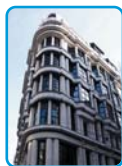
For further information on LMN, contact Maria Iliu, Business Development Manager. Tel: 020 7460 5204 E-mail: [m.iliau@lmn.net.uk](mailto:m.iliau@lmn.net.uk)

For more information on our Managed Services, call us on **0800 528 2522**, email [managementservices@intechology.co.uk](mailto:managementservices@intechology.co.uk), or visit us at [www.intechology.co.uk](http://www.intechology.co.uk)



**Head Office**  
Nidderdale House  
Beckwith Knowle  
Harrogate  
HG3 1SA

T: +44 (0)1423 850000  
F: +44 (0)1423 877565



**London Office**  
1 Threadneedle Street  
London  
EC2R 8AW

T: +44 (0)20 7786 3400  
F: +44 (0)20 7786 3444



**Reading Office**  
Building 1320  
Arlington Business Park  
Theale, Reading  
RG7 4SA

T: +44 (0) 1189 711 511  
F: +44 (0) 1189 711 522

W e b : [www.intechology.co.uk](http://www.intechology.co.uk)

E m a i l : [info@intechology.co.uk](mailto:info@intechology.co.uk)

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METROPOLITAN  
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**InTechnology**  
Managed Services