



Real-time overhaul for Capita Insurance Services

Capita selects ITC to support their IT infrastructure overhaul



In support of Capita Insurance Service's continuing high profile growth, ITC are providing major multi-site reorganisation and overhaul of Capita's IT infrastructure within key UK offices. The ongoing project facilitates critical communications between Capita's offices and business units, throughout the UK.

Employing over 3,000 professionals throughout the UK, and managing over 1.5 million insurance claims each year, Capita Insurance Services is the UK's leading provider of outsourced business support services to all UK insurers, major financial and affinity groups.

Following a competitive bidding process in early 2001, ITC were selected because of their demonstrated in-house experience - offering authoritative infrastructure guidance towards Capita's growth plan, as well as performing an emergency refit following a flood at Capita's London HQ.

Since this time, ITC have been commissioned to provide LAN refit and overhauls to other key Capita offices. ITC have successfully completed structured cabling installations and WAN provisions at Capita's London, Redhill, Reading, Gloucester and Sittingbourne offices. Still on going are installations and overhauls at three Colchester sites, due for completion mid Summer 2004.

Due to Capita's rapid growth, ITC's approach to this project needed to be flexible at both the design and installation stages. As Mark Briggs, Facilities Manager, Capita Insurance Services, explains, "Capita are continuously acquiring and consolidating various business units throughout the UK. This requires architecture that can meet the demands of continuous change and IT amalgamation for the foreseeable future. ITC are able to meet these demands, working seamlessly around our timescales, demonstrating the flexibility and foresight to provide a manageable, cost effective solution."

With the expanding network becoming ever more complex, the emphasis on future manageability from Capita's HQ has become essential. To address this need, a relatively new cabling solution known as *Intelligent Patching* was recommended and installed. As Dave Bonney, infrastructure manager at ITC, explains, "Deploying Molex's RealTime Intelligent Patching will allow Capita to effectively handle consistent moves, adds and changes (MACs) brought by their expansion. This technology creates a much more manageable platform for long-term controllable operations."

ITC are currently in discussion with Capita to assess the potential benefits of full deployment of Intelligent Patching throughout their entire UK network.



Technical Overview

(All sites)

- Category 5e / Category 6, cabling network, active LAN hardware & Comms Room build/overhaul
- Molex RealTime Intelligent Patch Panelling
- WAN Provision
- 25-year product Warranty for all sites

HQ installation

(Infrastructure deployment throughout all sites use HQ specifications)

- 7 floors, 500 people
- 1200 Cat5e LSOH outlets with Molex RealTime infrastructure (increasing in mid 2004)
- No Backbone - links connected directly to single Comms Room, as requested by Capita
- Used existing risers, trunking, basket tray; horizontal cabling within Ceiling Voids
- Full communications room installed - inter-cabinet link cables for neater patching; fire suppression, servers and routing hardware installed
- Installation time: 3 months, working around Capita's departmental moves, during and out of office hours

ITC Connects Ltd

40 Marsh Wall, Canary Wharf
London E14 9TP

Tel: 0800 107 7712

Email: info@itc-connects.com

www.itc-connects.com

