General Optical Council Drives Business Transformation With Celerity Managed Services

General Optical Council

Government

Who:

The General Optical Council (GOC) is the regulator for the optical professions in the UK. Its purpose is to protect the public by promoting high standards of education, conduct and performance amongst opticians.

Problem:

- Challenges with end user access to services
- Protection and security of data
- The need to reduce & control costs
- System complexity

"Moving our IT services to Celerity gives us a robust and cost-effective solution that allows us to provide better customer service both internally and externally to the public and to the opticians we regulate. The transfer of our services to Celerity ran smoothly and we are finding them easy and professional to work with".

Mark Webster, Director of Resources, GOC

Solution:

During the initial discovery phase Celerity gained a detailed understanding of the GOC environment, ensuring the GOC's servers were in a secure and stable state which allowed for an effective migration and testing plan to be agreed. This resulted in a smooth transition to Celerity's environment.

Celerity's IaaS solution means the GOC is no longer responsible for any underlying hardware and can run its servers outside of its datacentre or on-premise where appropriate. This ensures the GOC does not have to invest the time required to maintain the hardware from a firmware or code level perspective and is not responsible for monitoring the hardware or raising hardware support calls where needed. Furthermore, the inherent risk around performing necessary upgrades or patches is offloaded to Celerity and any service disruption related to these elements can be avoided.

As part of the GOC's IT managed service, Celerity not only helps with day-to-day IT administration tasks but it ensures security remains a top priority through regular deployment of security patches. Celerity's BaaS and DRaaS services also ensure the GOC's data is fully protected and highly available to meet agreed service levels for ongoing business continuity.

Results:

- Services are running on a more robust infrastructure utilising up to date technologies
- More confidence in the back-up solution and the ability to provide disaster recovery
- Disaster recovery testing without the risk, disruption or workload previously associated with it
- Increased staff productivity allowing them to focus on supporting the business and developing new and innovative ways of delivering against the GOC's business goals
- Reduced costs and more efficient cost management
- Enhanced security and compliance
- Access to Celerity's expertise allowing risk to be shared and reduced

Celerity's Offerings:

Full Managed Service includes:

- Infrastructure as a Service (IaaS)
- Back up as a Service (BaaS)
- Disaster Recovery as a Service (DRaaS)
- IT Service Desk Support

CELERITY

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For further information please contact Celerity at **info@celerity-uk.com** or call **+44 (0) 1772 542 450**