

**CROWN HOSTING
DATA CENTRES**

powered by **ARK**

in partnership with



Cabinet Office

CROWN HOSTING – THE STORY (Part 1)

Niall Quinn

Commercial Director Technology - Crown Commercial Service

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Who are Crown Commercial Service?

- We are an agency of the Cabinet Office
- Responsible for the Procurement of all Common Goods and Services for Central Government and the Wider Public Sector
- Operates as a Trading fund
- Create Category Strategies that align to the needs of our customers and suppliers that enable the creation of frameworks to make buying easier, faster, cheaper and maximises the power of Government purchasing
- Striving to make ourselves easier to do business with
- We make Policy operational : SME agenda, Social Value, Modern slavery etc.

So Why did we do it?

- Back in 2013, the UK Government had access to/used more than 2000 “data centres” supporting its IT, consuming vast quantities of power:
 - hugely inefficient and most not aligned to any Green Agenda
 - non-maintainable configurations left departments vulnerable to outages
 - made consolidation and transformation virtually impossible
 - Often due to corporate memory loss no one actually knew where their data was
 - and cost an absolute fortune
- Various Government Initiatives had a go at resolving the challenge but all failed
- Multiple RFP’s had proved the same in-flexibility in the system – Same suppliers, same pricing, same onerous T&Cs, same lack of innovation – just more of the same
- A Radical new solution was needed.

What did we want?

- Best in Class data centre provision (available in UK)
- Highest standards in service delivery
- Highest level of SLA possible
- Ability to deliver from “Day 1” across multiple sites
- Ability to deliver at all levels of Security
 - Official, Secret and Top Secret
- Scalable delivery – both up and down, including new sites
- Standard delivery capability across multiple sites
- Back-up and Disaster Recovery to highest standards

What did we want?

- Easy to procure
- No supplier negotiation
- Standard terms and conditions for all customers
- Reduced procurement time – saves money
- Easy exit plan
- No Termination charges
- Only pay for what you use – Power & Space
- No initial Volume Commitment
- Simple, transparent, “pay-for-what-you-use-when-you-use” pricing from 1 month to 7 year terms
- Highly cost effective
- Easy to use Benchmarking clause

Being Government we had to have options.

- Options Summary
 - Option A - Government centralised in-sourced hosting service:
 - All departments consume their individual infrastructure services out of a central in-house Government organisation and facility.
 - Option B - Dual Frameworks:
 - One framework for Data Centre Facilities; one framework for Infrastructure Services procuring from multiple suppliers.
 - Option C – Strategic Outline Business Case:
 - Joint Venture between HMG and Facilities Provider, alongside Framework Contract between HMG and multiple Infrastructure Services Providers.
 - Option D (Version 1) - Management Company.
 - Joint Venture between HMG and Private Sector company. Services are supplied via Management Company to individual departments on “wholesale” terms.
 - Option D (Version 2) - Management Company:
 - Joint Venture between HMG and Private Sector company. Management Company negotiates most economic “best value” terms with supplier market on behalf of individual departments. Departments then contract direct with suppliers.
 - Option E : Infrastructure Co. JV:
 - Joint Venture between HMG and Private Infrastructure Provider.
 - Option F : Property Co. JV:
 - Joint Venture between HMG and Private Property Services company.
 - Option G : Dual JV
 - Joint Ventures between HMG and Property Services and Infrastructure companies
 - Option H: Tripartite Co. JV:
 - Joint Venture between HMG and multiple JV partners.

What it became and how it works

- Joint Venture between Cabinet Office & Ark Data Centres Ltd.
 - Crown Hosting Data Centres Ltd
- Agnostic UK-based colocation facility for all Public Sector bodies, with demand aggregation:
 - enabling low prices, increasing value-for-money and improved efficiency/sustainability
- Tier III/IV concurrently maintainable data centres across multiple campuses:
 - assured by HMG security organisations, with high security, availability and reliability
- Operating at OFFICIAL, SECRET and TOP SECRET.
- Significant savings in procurement time and OpEx for everyone – large or small.

What it has turned into and Why

- Consistent customer centric solution
 - each customer can choose how to best utilise space
- Key enabler on Customers Digital Transformation journey
- Simply put – save money on existing legacy hosting and re-invest to enable Transformation
- Enabled hybrid delivery model
- De-risks the Transformation agenda
- Move first and then transform legacy
- Best delivery solution based on department needs
- Not driven by market forces

DWP - Summary

- The Hosting Services Refresh Programme was at the front of the DWP's drive to regain the technology leadership it once had.
- Enabled the Dis-aggregation of a large legacy outsourcing deal to a much cheaper and flexible multi supplier landscape while removing decades of Technical debt.
- It brings the Department back into a position of leading technology innovations.
- It ensures that investments made by the DWP, benefit the UK through jobs, training, development and delivery of technologies on a large scale.
- Benefits of the programme will be realised by the DWP for decades to come along with other Government Departments, Local Authorities and other agencies.
- And

Benefits to the DWP

- Delivered on time
- £XXm below the migration Business Case cost
- Removal of a decade of technical debt
- Removal of barriers to entry for SMEs to deliver real benefits to the Department
- UK-based operations and support teams using best-in-class tooling
- Hybrid deployment of development, test and production environments
- Rapid migration to Public Cloud offering
- Rapid response to support agile developments
- Batch time reduction from over 8 hours to under 3 hours
- And dealt with every single curve ball thrown at it.