



CASE STUDY

The E-On Control Solutions and Trust Systems Partnership

Trust Systems partnering with E-On Control Solutions to deliver turnkey network infrastructure solutions supporting Building Management Systems (BMS).



The Background



E-On Control Solutions (ECS) look after hundreds of buildings across the UK, maintaining Building Management Systems (BMS) via planned preventative maintenance regimes, project works and reactive support. The BMS system is the central mechanism to manage and control a building to make buildings smarter and more efficient. The BMS gathers and analyses data to aid decisions, for example, the BMS takes the temperature outside and the temperature inside, looks at how many people are in the building and through algorithms ensures the building has the right level of heating, air conditioning, lighting etc. A critical element of BMS is to support customers in the race to net zero. By managing buildings E-On are supporting the drive to energy efficiencies across their clients' buildings and wider estate.

The Requirements

Sam Martin Regional Sales Manager at E-On explains, 'The BMS ultimately relies on the network infrastructure it resides upon, including network switches, IP cabling and servers. Until we met Trust Systems Limited and we understood the breadth of service and support they could provide, ECS were not confident enough to include support options for the IT infrastructure element of the BMS within our standard solutions to our customers. The very nature of the role of our Engineers is to maintain building controllers and these ultimately are linked to the network. Our ability to respond to and resolve issues can be hampered when we don't know the supplier of the network infrastructure and we need to go back to the client to raise a support issue. This has led us to partner with Trust Systems to deliver to develop the Network Infrastructure service provision on all new installations.'

'E-On and Trust Systems both worked with ARK Data Centres and this is when the partnership began. As we worked together, ECS understood the range of services Trust could offer, and just as importantly, the high standard of expertise and customer service they delivered to Ark, we quickly began to talk to the team about clients we needed support with'.

Sam shares, 'The meeting of our organisations through a mutual customer has been priceless for my team and the wider E-On Controls business.

When we work with Trust on a project, the support and consultative nature of their team has ensured we demonstrate our ability to bring a specialist partner onboard at the design stage right through to deployment and the in-life support of the network. Our clients range from Defence to large financial institutions to theatres to everything in between, and Trust have demonstrated repeatedly that their team from network infrastructure architects, project managers and the engineers on site have the specialism to manage the unique operational requirements of our client base. The network infrastructure solution Trust presented to a key client has enabled the project to get signed off quickly and since has led to further development of our relationship with the client and their estate.'

Sam continues, 'As our clients are in sectors such as Defence and Financial Services, it was imperative we worked with a partner that understood the security aspects needed for this type of client, and had a proven background. Trust have been delivering the network architecture design, delivery and management of the network infrastructure that supports Ark Data Centres for many years. This was a crucial element of presenting Trust to our client base.'

The Solution

Sam describes, 'The solution offering from Trust is all encompassing. We bring them into the discussions with our clients at the very start to ensure they understand the business requirement, the current network set-up and the physical site. From this discovery stage we work closely with Trust who design and propose the best technology and network infrastructure design to deliver and meet the customer requirements. Once the client has agreed to the scope of works, Trust work with ECS to manage the complex implementation processes as we need to ensure we minimise any disruption to our clients' buildings and operations. The solutions provided by Trust span anything from servers, switches, engineering expertise, preventive monitoring from best-in-class technology partners including Cisco and Dell.'

The Partnership

Sam adds, 'Being able to talk to our clients and propose a full solution where we provide the BMS, coupled with designing, installing and maintaining the network infrastructure to support that system is proving to be a differentiator in the marketplace. As a value-add partner of choice, Trust Systems work alongside us to review new projects and maximise the expertise of the team of specialists to build the right future proof network to support the BMS solution that is the brains of these large buildings and estates. Working with several clients together now we are seeing the benefit of Trust's preventive and proactive network management enhancing the service we deliver. We are moving to a service where any issues are raised proactively and enhancements made before they become an issue – this is where we want to be working with our clients.'



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