



STARS

Case Study



Using proprietary tool STARS (Site Tier Allocation Rating System), PTS Consulting assists a global financial services provider to undertake an extensive assessment of its Data Centre facilities and highlight potential issues for future expansion.

The Client:

This global provider of financial and investment/funds management services has a worldwide client base which includes institutional, corporate and retail organisations. The Client's main business focus is making returns by providing a diversified range of services. The Client has a worldwide employee base of over 13,800 employees in more than 60 office locations situated across 27 countries.

The Challenge:

The Client identified a business need to perform a review of its existing Data Centre located in Hong Kong SAR. This required a detailed assessment of the core components including:

- A Single Point of Failure analysis of the critical MEP (Mechanical, Electrical and Plumbing) systems
- Assessment of power and cooling capacity provision to the Data Centre
- Assessment of the Tier rating for the Data Centre

The Client envisaged this as an initial pilot study that could then be replicated for all of its Data Centres across the region.



The Solution:

PTS Consulting provided the Client with MEP and IT consultancy, utilising knowledge of the design, installation and operation of Data Centres (including high density computing systems). From extensive experience on similar projects, the Project Team had a good understanding of investment banks and their requirements from the Data Centre market in Hong Kong.

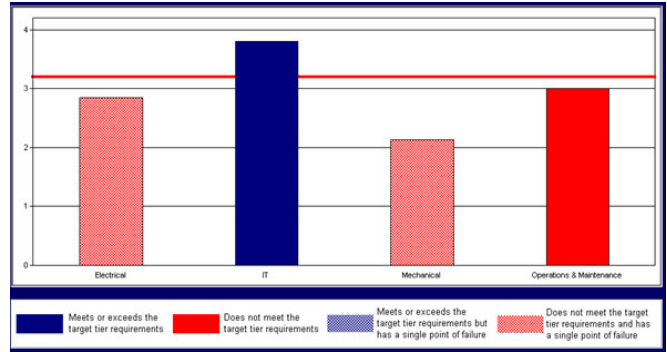
As part of this study, PTS Consulting undertook a site due diligence and technical assessment of the Mechanical, Electrical, Telco, operations, management and supporting services of the Data Centre space. The PTS Consulting proprietary STARS (Site Tier Allocation Rating System) tool was used to:

- Determine the facility's tier rating (i.e. Tier 1, Tier 2, Tier 3 or Tier 4).
- Identify critical single points of failure (SPoF) existing within the facility's infrastructure.
- Identify any gaps in the provisioning of power, cooling and IT.



Most finance and banking institutions require Data Centres and co-location sites with a minimum Tier 3 (i.e. N+1) rating. PTS Consulting successfully completed the assessment and provided the Client with valuable information on the standard and trouble spots in the Data Centre facility.

The STARS assessment rated the Client's Data Centre below Tier 3 status, but PTS Consulting was able to provide the Client with a full gap analysis report highlighting problem areas, single points of failure, redundancy issues and resilience shortcomings. The example of one of the STARS assessments demonstrates the identification of areas requiring further investment to achieve Tier 3 rating.



The Benefits:

PTS Consulting's STARS gap analysis provided the Client with a 'puncture investment' strategy enabling the Client to systematically budget for issue resolution, expansion and relocation plans for its Data Centre facility. The report was reviewed by the Client's Global Engineering Services and Infrastructure Services teams who remarked on the importance of the document in helping to understand the current state of their facilities and improvements that need to be investigated. Following this study the Client has taken active steps towards undertaking similar STARS assessment studies, such as life cycle cost analysis (including cost of downtime), at all of its Data Centre facilities across the Asia Pacific region.

STARS is a trademarked product of PTS Consulting Group PLC.

About PTS Consulting

PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world - wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com