



Case Study:

Merseytravel



PTS Consulting delivers ICT Strategy to support relocation of Merseytravel Headquarters to Mann Island

The Client:

Merseytravel is the operating and trading name of the two corporate statutory bodies – the Merseyside Passenger Transport Authority and the Merseyside Passenger Transport Executive. Their headquarters are based in Liverpool, but they operate throughout Merseyside. Merseytravel employs nearly 1000 staff, carrying out its responsibilities for a wide range of public transport and associated activities within Merseyside, including:

- The provision of bus services which ensure the availability of essential services on routes not covered by commercial operators
- Providing and supporting the Merseyrail network of services and facilities stretching right across Merseyside
- Managing and operating the Mersey Ferries and Tunnels
- Marketing and administering pre-paid ticketing schemes
- Providing countywide travel concessions for the elderly and people with disabilities
- Developing public transport services and facilities to assist the elderly and people with disabilities
- Providing and maintaining bus stations, stops and shelters for all operators of bus services and the travelling public
- Providing a comprehensive transport information service for Merseyside, including printed timetables and the Traveline call centre
- Providing the strategic direction and monitoring the operation of Merseyrail Electric Limited on a 25 year franchise
- Producing, in conjunction with the five District Councils, the Local Transport Plan

The Challenge:

Merseytravel has recently embarked upon two key projects, a major organisational development programme and a project to relocate its Headquarters building from its existing location to a single site containing purpose-built premises within Liverpool City Centre. These projects provided an ideal opportunity for Merseytravel to ensure that its ICT facilities were correctly aligned to help drive and support the evolution of the business to World Class status. Following a competitive OGC Catalist procurement process, Merseytravel appointed IPL and its partner PTS Consulting



(UK) Limited to provide independent ICT Consultancy services, to assist Merseytravel in defining an ICT infrastructure Strategy for the organisation and to design ICT services and systems for delivery into the new Headquarters building.

The Solution:

PTS initially focused input to provide consultancy for the Headquarter relocation, subsequently widening the focus to encompass the wider ICT Strategy. The long term strategic aim of Merseytravel is to be viewed as a world class organisation with a responsive, resilient underpinning ICT infrastructure.

The scope of PTS' work included:

- Reviewing current business plans, strategy documents and existing contracts
- Undertaking a high-level, physical review of existing accommodation, systems and services
- Holding workshops with nominated end users, stakeholders and staff
- Reviewing building plans, RIBA Stage Report and operational requirements with the Client Team and Professional Teams
- Preparation of a Professional Team Information (PTI) Document
- Professional Design Team Liaison
- Production and presentation of an ICT Strategy and budget

Upon completion, PTS provided Merseytravel with a 5 year ICT Infrastructure Strategy and a scheme design for their new Headquarters that will ensure that the ICT infrastructure will underpin Merseytravel's operational requirements for the next 15 years, encompassing:

- Physical infrastructure (Cabling)
- Local and Wide Area Networking (LAN and WAN)
- Converged Voice and Data Services
- Storage Area Networking
- Server Virtualisation
- Thin client desktop technology

The Benefits:

PTS' skills and knowledge has delivered a 5 year ICT Strategy to Merseytravel that will facilitate the deployment of a resilient and highly available ICT infrastructure commensurate with a world class organisation. The Strategy and scheme design will also facilitate the delivery of ICT services as Merseytravel relocates to its new premises.



The Verdict:

Paul Oakley, Information Services Manager at Merseytravel commented: *"The PTS Consultants quickly integrated themselves into the Merseytravel Project Team, identifying our operational requirements, key issues, challenges and areas for future enhancement. I am pleased with the professional approach by the PTS Team and am confident that the ICT Infrastructure Strategy will underpin the delivery of our future ICT services and support the relocation and fit out of our new headquarters building."*

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 43 different countries, 113 cities and employs 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com