

Case Study – IaaS + DRaaS + Assured (ITaaS) - Engineering

## SSH move to a IT-a-a-Service model



### About SSH Design

For 50 years SSH has played a leading role in shaping the built environment and infrastructure of the modern Middle East. Currently, SSH have office in Abu Dhabi, Algeria, Bahrain, Dubai, Iraq, Kuwait, London, Oman, Qatar, Saudi Arabia and South Africa and has established itself as one of the leading master planning, infrastructure, building design, construction supervision and project management firms in the Middle East.

### Requirement

Historically.....SSH would spend large amounts on technology every time they opened a new office. They went through the same motions as every other company. They would go through the tried and tested motions for procurement that most companies follow in the Middle East. Check out the products and providers on offer, construct an RFP, vet the vendors, negotiate the contracts, implement the solution, train the staff and guess what?

***“Sometimes SSH got all the value it wanted and sometimes it just got a taste of it”.***

The majority of services ran from its HQ based in Kuwait. “Sometimes it had downtime sometimes it didn’t”. A few years ago SSH’s business began to really take off. The company started winning engineering contracts not just in Kuwait but across the Middle East; it opened engineering offices in Africa and rapidly expanded from 200 to almost 1000 users. The business had basically become a high growth dynamic business that had outgrown ‘the old way of doing IT’. For SSH, like for most businesses, the allure of a technology was the business outcome it produced, not the headaches and complexity that came along with it. SSH had two fundamental wishes from IT:

- They wanted to get straight to the value
- They wanted that value to increase over time

## The outcomes

With this in mind SSH’s Technology leadership decided to embrace a new model of consuming IT, IT-a-a-Service, a stunningly simple model that centers on the following value propositions:

- Technology benefits with minimum IT involvement
- Accelerated technology solution implementation
- Variable, lower risk OpEx purchasing models
- Supplier managed or optimized technology

## The Solution

BIOS Middle East and CloudHPT (a solutions division of BIOS) were able to provide SSH with an approach to consuming digital services using a hybrid cloud infrastructure allowing it to run every workload in its optimal place— at optimal cost and business performance.

The solution consisted of moving some services like email and active directory to Microsoft Azure. However, SSH needed to run some applications on a cloud that had low latency for the Middle East, so these were positioned on CloudHPT. In addition some of SSH offices required huge engineering files to be local, so a modern managed storage solution from NetApp was positioned for the branch offices.

The above hybrid cloud solution, a cloud consisting of private cloud on premise, regional cloud from CloudHPT and Global Cloud from Azure needed to be managed. This was provided by BIOS Assured, a managed service provided by BIOS out of their NOC and SOC in Dubai. BIOS Assured provided daily operational support, infrastructures managed services and application services like SCCM. The entire IT-a-a-Service model was positioned with a fixed monthly cost against a set of SLA’s.