

## At a Glance

- £1.4m savings over 5 years
- Five vendors assessed
- Many contractual and service improvements achieved

## Client Challenge

**LGC is an international life sciences measurement and testing , serving customers across Pharmaceuticals, Agricultural Biotechnology, Food, Environment, Government and Academia.**

The project remit was to undertake a thorough market review for the re-provision of Wide Area Network.

The objective was to select a solution with flexibility to scale up and down to match the changing demands of the business.

The incumbent WAN provider had been in place for more than 7 years and the services were no longer meeting expectations. A market review was completed to understand the opportunities to increase network performance, decrease the level of maintenance and shorten the time taken to make network changes and additions.

## Solution

**Turnstone worked with LGC in baselining the existing services and costs, and in writing a request for proposal.**

**The supplier selection process included:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▪ Early supplier involvement</li> <li>▪ Options for a technology refresh</li> <li>▪ Aggregation and tier 1 suppliers</li> <li>▪ Quantitative evaluation &amp; scoring</li> <li>▪ Price &amp; contractual negotiations</li> </ul> | <ul style="list-style-type: none"> <li>▪ Speed of deployment and configuration time</li> <li>▪ Jitter and latency</li> <li>▪ Cloud peering and cloud service offerings</li> <li>▪ Load balancing and traffic prioritisation</li> <li>▪ Security and encryption</li> </ul> |
|---|---|

Turnstone worked closely with the IT, procurement, legal and finance departments. Key selection criteria were:-

## Outcomes

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. A fully managed service</li> <li>2. 24 x 7 multi lingual, 'chase the sun' support</li> <li>3. Dynamic bandwidth management for real time modifications</li> <li>4. Network fault detection and failover within 15 seconds</li> </ol> | <ol style="list-style-type: none"> <li>5. 90ms latency</li> <li>6. Jitter for video and voice limited to less than 1ms</li> <li>7. Network virtualisation of router and firewall images</li> <li>8. A deployment timeline of 6 months</li> <li>9. Packet delivery percentage in three 9s</li> </ol> |
|--|---|

“  
*Turnstone delivered a well executed sourcing exercise which harmonised the synergy between IT and Procurement objectives. The outcome of which was the identification of a supplier solution for LGC WAN replacement that met both the technical and commercial needs of the business.*”

**Bob Alabaster,**  
 Head of Procurement