

## Case Study



### Maritime and Coastguard Agency



### Background.

**The Maritime & Coastguard Agency (MCA) is a maritime safety regulator and emergency response organisation. The MCA is headquartered in Southampton and operates from a number of outstations around the UK coast. Some 1,050 MCA staff and 3,500 volunteer coastguard rescue officers all work to prevent the loss of life on the coast and at sea. They produce legislation and guidance on maritime matters; regulate shipping and provide certification to seafarers.**

### The Challenge.

Over the last 6 years, ANS has developed a strategic working relationship with the Maritime & Coastguard Agency. In 2012, the MCA launched the 'Future Coastguard Programme'. The programme, which ended on 31 December 2015, modernised the way in which the UK's civil maritime rescue co-ordination, vessel traffic monitoring and coastal search and rescue are delivered. Critical to the programme's success was the fundamental redesign of the UK-wide Blue Light network and associated platforms.

As part of this challenging programme, the MCA needed to modernise and improve the resilience of its ICT platforms, a project which was carried out in parallel to the refurbishment of Coastguard Operations Centres over a two-year period. The MCA was committed to achieving the best value for money in this modernising work, which led the organisation to rely on a 3rd party Managed Service Provider to deliver a reliable, 24x7x365 service.

The MCA was also looking to deliver a converged infrastructure for a specific set of work profiles (for their Automatic Identification System), which had the capability to grow in time substantially to become the sole infrastructure for all work profiles. Another key objective for the MCA when investing in converged infrastructures was the ability to scale out the estate in a cost-effective and trouble-free manner to deliver a platform that would deliver true Blue Light search and rescue capability.

“ANS have continued to provide an exceptional level of service to the MCA. They are a professional and dedicated company that goes above and beyond to provide what we need. They have aligned themselves with our strategic roadmap, allowing them to be proactive in providing us with additional services as we need them.”

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**JIM TIDBALL**  
IT DEPUTY DIRECTOR

## **The Solution.**

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MCA engaged ANS via competition through the G Cloud framework. ANS demonstrated full compliance of MCA's requirement including service delivery and reliable pro-active monitoring of SLAs. The MCA chose ANS' Fully Managed Service which enabled their internal IT team to focus on delivering their life-saving service while ANS took full responsibility for the availability of their IT.

The Fully Managed Service from ANS provides the MCA with:

- Dedicated desks in ANS's Secure Operations Centre in Manchester which are solely reserved for 24x7x365 monitoring of the MCA's critical infrastructure. This gives the MCA the confidence that in the event of a major incident, no matter what the time, our technical experts can react immediately.
- Around the clock access to a multi-skilled change team and subject matter experts to provide the seamless implementation of changes, on the MCA's behalf.
- A utility-grade SLA to guarantee the availability of MCA's infrastructure.
- Root cause analysis on incidents and continuous service improvement to further drive value from the relationship.

The MCA also commissioned ANS to design, implement and support, over a five-year agreement, the data centre infrastructures upon which the MCA conducts its search and rescue operation 24 hours a day, every day of the year.

ANS has designed, installed and continue to operate two environments – a Production and Training environment and a Test environment – both of which are built on FlexPod technology. The solution gives the MCA an infrastructure that can ensure significant future scalability without the need for forklift style upgrades.

## **The Outcomes.**

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The MCA relies on ANS to monitor and maintain its IT around the clock, enabling it to focus on delivering an exceptional search and rescue service.

Throughout the duration of the existing Managed Service agreement, ANS have exceeded the 24x7 service levels for the availability of Blue Light infrastructure equipment, connectivity and software and have provided the MCA with 100% availability of service.

“ANS’ service level management is delivered to a very high standard. They put the customer first and adopt a continuous service improvement strategy. ANS know what it takes to remain on top of their game and I’m continuously impressed how they manage to operate.”

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The MCA has now taken full responsibility for the UK’s Aeronautical Rescue Co-ordination Centre (ARCC) which was previously based at RAF Kinloss. The ARCC is responsible for co-ordinating all RAF, Royal Navy and Maritime & Coastguard Agency search and rescue (SAR) helicopters. This service is now operated from the MCA’s National Maritime Operation Centre site in Fareham.

This has demonstrated the exceptional level of capability the Future Coastguard Programme has achieved and reinforces the NMOC’s position as a ground-breaking national emergency service coordination centre.