

## Case Study

### Data Centre Outsource Due Diligence



**Client** Global Investment Company

**The work** Our client, an investment company specialising in high value trades has multiple offices around the world. Our advice and assistance was sought to support the client in their requirement to outsource the operation of their core data centre in the UK. The combination of both our business knowledge and our technical expertise offered exactly the support that they were seeking to guide them through the outsourcing process.

**How we helped** The first part of the engagement was spent understanding our client's business in more detail, the existing technology infrastructure, and the service expectations and requirements from a data centre provider. Working with the client we developed a Request for Proposal (RFP) which was sent to six potential providers of outsourced data centre services. We analysed the submitted proposals and used a balanced scorecard to grade the responses. Two of the providers were short listed and in association with our client we carried out detailed interviews. We supported our client in the decision making process and once our client had chosen their preferred supplier we carried out due diligence on the provider including documentation review, site reference visits etc. In association with the client's legal team we negotiated the detailed contractual terms, the service level agreements and the key performance indicators required for measurement of the ongoing service.

We continued to support the client during transition of the IT service to the new outsourced data centre to successful operational activation in the live environment.

**Value Added** Working closely with our client's procurement, legal, operations and risk departments we facilitated a successful and cost effective outsourced data centre solution, and provided the client with a formal due diligence procedure for use with future procurement and supplier assurance needs.

#### **Kingston Smith Consulting LLP**

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