

CASE STUDY

UNIVERSITY OF LEICESTER

CRITICAL FACILITIES MANAGEMENT

The University of Leicester is one of the UK's leading research universities, supporting both educational as well as commercial research applications. In order to provide a high level of service from its ALICE connected HPC data centre estate as well as ensuring the availability of student services; picking the correct FM Partner was key.

Following on from the design and build of the University's award winning HPC data centre in 2009 Keysource was chosen, in 2016, to support the University of Leicester's entire data centre estate.

Keysource provides a seamless, responsive and proactive management of the maintenance services for the data centre estate in line with the University's own strategic plan. These include providing specialist auditing and monitoring of energy efficiency levels so that the University can both reduce operational costs and meet carbon footprint targets.

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KEY HIGHLIGHTS

Additional support is provided during clearing in August and September when the University is at its busiest with student applications. Before this period Keysource undertake Critical Window Pre-Health Checks on the infrastructure to ensure the data centres are working at optimum standards. Key deliverables of the service include:

- Comprehensive critical facilities management supporting the University's entire data centre estate with a 4 hour response to site.
- Critical Window support ensures maximum responsiveness during the University's peak times.
- Monthly capacity and efficiency reporting to ensure optimisation evaluation.
- Ongoing collaboration with the University to align the data centre estate with the latest best practice and innovation.

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Our data centres are becoming increasingly important with the growth of digital content, therefore Keysource will be providing a crucial service by not only helping us to ensure we meet energy efficiency targets but also keep our data services up and running at all times.

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