



Novosco provides 24x7 managed network and security services for the Football Pools

The customer

The Football Pools is the oldest football gaming company in the world. Founded in 1923, The Football Pools has always been a core part of the British football weekend. In 2009 Littlewoods, Vernons and Zettlers Football Pool companies came together to form The Football Pools. Today The Football Pools has over 300,000 players every week and prizes of up to £5 Million to be won.

The challenge

After a number of structural changes, The Football Pools were considering various internal and external resourcing options for their IT team to provide the right expertise and best service levels to the organisation. Novosco was approached as a potential partner to take over the complete management of the entire Football Pools network and security infrastructure. The Football Pools were looking for cost-effective, experienced and professional assistance to proactively maintain their business critical systems within agreed service levels.

The solution

The Football Pools set a demanding migration schedule. However, both Novosco and the client were sensitive to the risks involved with rushing the management of a critical infrastructure. A phased approach meant that the service was adopted in a structured and controlled manner, providing peace of mind at every stage.

Overview

Services

- Remedial engineering work to the existing environment
- Proactive 24x7x365 managed services for security and network infrastructure: Cisco routers, firewalls and switches
- Barracuda load balancers

Benefits

- Specialist, accredited technical expertise working on the environment 24x7x365
- Lower overall cost than internally hired resource
- Ability to add further technologies to the environment without requiring additional skills in house

The first part of the Novosco engagement involved the familiarisation of the Novosco team with the Football Pools' existing network and security technologies. Novosco delivered a two day on-site audit of the existing infrastructure as the starting point for our recommendations. The audit was carried out by a Cisco certified engineer. Once the topology of the environment was understood we put forward steps to remediate some issues to enhance the infrastructure to continue to meet current best practice.

Next, we proposed a phased approach to taking on the responsibility for proactive management and support of the different infrastructure elements which included:

- Cisco routers, firewalls and switches
- Barracuda load balancers

The entire process from initial engagement to full service acceptance took 11 weeks.

Business results & benefits

The Football Pools now have highly trained and accredited technical experts managing their network and security environment 24x7.

The cost of this service is less than the client was paying for a single individual to work in-house.

Novosco was able to respond quickly to the demanding schedule required by The Football Pools. We were on-site the same day as the initial call and providing our first engineering work within three days.

Being able to sign off on the full service delivery quickly allowed the team at The Football Pools to move on to other activities which will benefit the business instead of reactively managing their network and security infrastructure. They now have 24x7 proactive management and support from appropriately accredited and skilled technicians. This high level of resource availability is provided at a cost lower than the equivalent cost of specialist in-house resource.

As a consequence of taking this managed service, The Football Pools have been able to add in other vendor technologies to their environment trusting our skills instead of needing to recruit or train internally.



"Novosco's technical engineers identified and resolved the issues we had to quickly make our environment fit for purpose. They demonstrated that they were extremely capable and competent."

"The Novosco approach was sensible and pragmatic. The phased migration was smooth and executed rapidly providing me with peace of mind from day one."

Paul Edwards, Infrastructure Manager, The Football Pools