



# A global partnership that delivers cost savings and a transformed, managed service



## Business Benefits

Less redundancy

Better monitoring

Reduced costs

More agile networks

Increased confidence  
in the future

## Challenge

As part of the Ferrovial group, Amey one of the UK's leading public services providers wanted to optimise its communications now and for the future taking advantage of Ferrovial's global relationship with Telefónica.

## The Solution

A global partnership delivers both cost savings and a transformed, managed service.

- Fixed Voice
- Managed WAN
- Mobile

## Introduction

Amey, one of the UK's leading public services providers, managing the vital infrastructure services that many of the UK population rely on every day.

Whether travelling on the tube, rail, and road networks, through airports, or visiting parks, schools and government buildings across Britain, one quarter of the UK's population comes into contact with Amey's engineering design, management, and maintenance services every day.

Amey combine their award winning consultancy capability with proven frontline expertise to deliver truly integrated services for their clients. They design assets with long term maintenance in mind and deliver excellent operational solutions.

Founded in 1921, the company provides services for both the public and private sector in over 200 locations across the UK with more than 11,000 employees. 2010 turnover was £1.1 billion. Amey has been part of Ferrovial since 2003.

## The Challenge

As part of the Ferrovial group, Amey one of the UK's leading public services providers wants to optimise its communications now and for the future taking advantage of Ferrovial's global relationship with Telefónica.

Amey's communications requirements are vast, complex, and absolutely critical to its day-to-day business. A diverse range of clients rely on Amey to deliver time-critical services. The company needs to be able to take advantage of all that new technology can offer, but only if that technology can reliably deliver immediate, tangible benefits on a large scale.



O2 Unify is an exciting new joint venture between Telefónica UK and 2e2 which will enable businesses of all sizes to outsource IT and communications needs to a single provider, with the best service experience in the market. In addition to traditional converged solutions, spanning fixed, mobile, voice and data, Telefónica UK now offers a portfolio of services including Managed WAN, cloud data services and flexible working solutions. Customers have full access to 2e2's extensive ICT service framework.



David Lloyd, CIO, Amey, says "As we are a leading public services provider in the UK, reliable and effective communication technologies are critical to our business. We need to be able to rely on our suppliers so we can provide our customers with the quality services they expect." In principle, Amey sees the advent of new technology as an opportunity to make investments and efficiencies, plus an aid to making the company's business more sustainable. Amey wanted both cost savings and a transformed, managed service. In a highly competitive market, the company wanted IT and communications to be a differentiator which adds value.

In practical terms, Amey wanted to work with a partner to understand every aspect of its communications networks; a partner who would help identify and eliminate redundancies, seize new opportunities and be able to measure and monitor everything efficiently and proactively. For example, to know where technology was under-used or overused, or where there were too many circuits on one site, or inadequate circuits on another.

#### The Solution

A global partnership delivers both cost savings and a transformed, managed service.

Amey, as part of the Ferrovial group, wanted to take advantage of Ferrovial's global relationship with Telefónica, and Ferrovial's commitment to transform its global communications infrastructure. Telefónica UK's proposed solution was closely coordinated with a larger global telecoms proposition.

Telefónica UK has taken over the management of Amey's total Wide Area Network. Telefónica managed the entire migration process to ensure no break in service to Amey's customers. The two companies are now working to reap the benefits of new technology, thought leadership and expertise to turn communications into a platform to support the next phase of business growth.

David Lloyd, CIO Amey, says "Our decision to work with Telefónica UK as our strategic supplier across mobile, fixed voice and managed WAN services means we are able to consolidate suppliers and work with one partner to help transform communications to support our business. Our experience of the transition of these services has been very positive, with no interruption to core business, a reduced cost of operation that also gives us a strategic platform to develop our communication technology going forward."

Telefónica Multinational Solutions is a global supplier to the Ferrovial Group and through Telefónica UK is now Amey's supplier for all mobile, fixed voice and managed Wide Area Network services.