



SCC and IBM

Partnership Excellence and Security



SCC & IBM

A VALUED PARTNERSHIP



SCC is Europe's largest independent and multi award winning IT services business. We serve UK commercial and public sector organisations including central government.

We enable people to do business by planning, supplying, integrating and managing their IT. We make IT work through partnership, knowledge and passion: trusted to run IT infrastructure services for leading business across Europe for over 40 years.

SCC serves thousands of businesses in more than 50 countries, operating out of 75 locations in the UK, France and Spain. We are supported by global delivery centres in Romania and Vietnam. We provide solutions that increase profitability, business performance, business agility and reduce cost.



Integrated SCC-IBM support services.



IBM Platinum Business Partner.

SCC's core service offerings include:



Data Centre Modernisation



Workplace Productivity



Networks and Communication



Security



Business Process Outsourcing



Innovation



A Top 3 UK Data Centre & Cloud Services provider.



Wide range of IBM consultancy, workshops, implementation and post delivery services.



Fully certified for the sale and implementation of IBM Z Systems, Power Systems i/p and IBM Speciality Business Partner for IBM Storage.



James Rigby
CEO, SCC

"SCC has partnered with IBM for almost 40 years. In that time, technology has changed the way the world does business and SCC has grown alongside IBM to serve the ever more complex needs of business.

SCC bridges the gap between business need and technology to deliver world-class solutions that work. We know IBM inside out, from its technology to its people and vision. Whatever we do together delivers the strongest, most agile solution for business."

"IBM's relationship with SCC is hugely valued across the IBM organisation. This has developed over the years from primarily a transactional model to a high-value multifaceted partnership in the market. In the last 10 years SCC's IBM software business has grown from a small reseller to a large strategically positioned Partner.

Maturity in this market also means SCC are regularly building complex offerings and programs, giving them a deep understanding of IBM and how to optimise offerings for customer benefit."



Paul Brown
Vice President of Partner
Growth, IBM UKI

WHY SCC?



We provide the flexibility to align security services and solutions to the different levels of maturity that organisations have around their security strategy.



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This lifecycle approach is powered by our people who are specialists in each area, with knowledge that bridges the operational, commercial and technical processes.



SCC IBM Professional Services

SCC's Enterprise architects and consultants are a highly skilled team who are recognised as subject matter experts in their field. They provide quality business, project and technical consultancy ensuring project methodology and Quality Standards are adhered to, managing customer expectations ensuring solution design and implementation are based on technical best practice.

Consult

SCC Enterprise Architects assist customers in developing business strategies and detailed requirements supporting the implementation of new technologies particularly in the enterprise high availability area for servers and storage.

Design architect

SCC Enterprise Architects deliver pre and post services to customers with certified skills in IBM Power Systems (AIX and i/OS servers), as well as the IBM Storage Solutions, Flash Systems, Spectrum Products and Spectrum Software Defined Storage.

Document/Skills Transfer

To ensure that the project meets the agreed timescales, SCC's IBM Consultants will also assist in the project management of the project. This includes attending regular review meetings, agreeing milestones, changes to the scope of work, taking necessary actions and issues before completing the project signoff documentation.

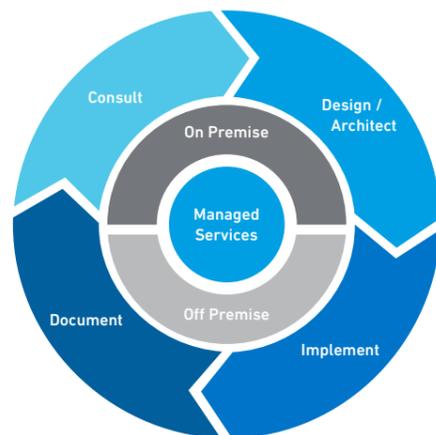
Once the project is complete, SCC can also supply additional educational workshops and skills transfer. This could be extended to include system health checks producing a report detailing any issues that may have been found and resolution strategies.

Implementation

Using a defined methodology SCC IBM Specialists deliver a range of consultancy, workshops, implementation and post delivery services. These include Implementation Planning Workshops (IPW) which ensure the final design meets the requirements with agreement of all involved parties, project timescales and scoping the services required. Once complete, Project Definition Workshops (PDW) follow these define the installation, layouts, services, timescales, roles and responsibilities. They also help to populate the project plan and identify whether additional resources are required to meet the project timescales.

The team will also develop and deliver detailed testing plans as agreed at the IPW/PDW and if high availability is implemented revisit the infrastructure at agreed times to undertake full failover testing.

During the implementation phase of the infrastructure and before final sign-off of the project, documentation of the build will be delivered and any skills transfer agreed at the earlier workshops completed.



SCC has partnered with IBM for almost 40 years; SCC bridges the gap between business needs and technology to deliver world-class solutions. We know IBM inside out, from its technology to its people and vision, and whatever we do together delivers the strongest, most agile solution.

Maturity in the market means SCC is regularly building complex offerings and programs. With a specialist dedicated IBM team, we are able to offer that extra support needed when helping our customers plan, integrate and manage their projects.

- Integrated SCC-IBM support services
- IBM Platinum partner
- A top 3 UK data centre & Cloud services provider
- Wide range of IBM consultancy, workshops, implementation and post delivery services
- Dedicated IBM sales and pre-sales teams
- Fully-certified for sale and implementation of IBM Z systems, Power systems i/p, Software, Security and IBM speciality business Partner for storage
- Multi-vendor support specialists

IBM SYSTEMS

To ensure a high quality of services we carry out workshops (IPW) that ensure the final design meets the requirements, with agreement of all involved parties, project timescales and scope. Once complete, Project Definition Workshops (PDW) follow, which define the installation, layouts, services, timescales, roles and responsibilities. These also help to populate the project plan and identify if additional resources are required to meet the project timescales. Once the systems are installed, the SCC Enterprise Specialists are available to implement the total solution.

The range of skills available include:

- Power Systems implementations
- i/os Systems implementations
- Linux implementations
- AIX installation and configuration including NIM, CSM, PowerHA, PowerHA SystemMirror and GEORM
- PowerVM and Virtual IO configuration



IBM Power Systems are designed and engineered for mission critical applications, which require high levels of compute performance and high volumes of data processing.

Whether the service is deemed to be strategic, heritage or legacy, IBM Power Systems help transform it to have all the benefits of a cloud based service. This can help organisations move towards cloud based solutions with the flexibility of a consumption based model and an SLA suited to the business need, without the capital investment associated with such environments.

All of SCC's cloud offerings are housed within our Tier 3 UK data centres. Built with resiliency at all levels of the infrastructure, they provide a stable, reliable IaaS platform. In order to provide additional levels of availability and redundancy, we have options for dual site replication at a second data centre for customer services.

Benefits include:

- Consolidation of physical servers to a virtualised cloud environment. Standardised provisioning, bursting capabilities, high availability disaster recovery.
- Fully managed service 24/7, operating system management, event and alert management, capacity and availability management.
- Cost effective utility pricing move from CapEx to a flexible, predictable OpEx financial model.
- Companies' business critical systems are supported by an ageing workforce.

IBM Cloud Services

SCC's IBM POWER Cloud, (not available from public cloud providers) offers businesses cloud based solutions, a flexible consumption based model, accompanied by SLA's to suit any business. SCC IBM cloud allows you to rapidly deploy scalable services.

SCC's Government approved cloud - Sentinel, protects public sector data to OFFICIAL/ OFFICIAL SENSITIVE (IL2 /IL3) standards, providing a multi-tenanted public sector cloud solution. Sentinel is the longest established pan-government accredited platform and PSN service provider inclusive of hardware, software and network.



CASE STUDY: Birmingham Airport

It's one of the busiest airports in the UK, with more than 12.9 million passengers travelling through it in 2017, and when Birmingham Airport required an IT refresh they put their trust in SCC.

"Our original requirement was to replace our existing IT equipment, which was end of life storage and virtualise solutions," says Wayne Smith, Director of IT and Information Security at Birmingham Airport. "Having worked with SCC for such a long time, they understand the constraints of working with a major airport. They appreciate our stringent project management criteria and the way we need to work 24 hours a day."

SCC began work on this IT overhaul and analysed in depth different technology side-by-side to ensure the right fit for the airport's future.

"We worked with SCC and developed a relationship with our account manager. The solution we implemented was an IBM V7000 service storage cluster running in high availability mode," says Wayne.

The new infrastructure SCC provided for Birmingham Airport was highly resilient, but with it came a large technology leap from what they were already using. However, Birmingham Airport put its trust in SCC to guide it through the process, with SCC providing support every step of the way.

Lucy Powell, account manager at SCC said, "Birmingham Airport work on the principles of doing things differently to challenge the status quo of concepts, technologies and solutions for the airport. Innovation is really at the forefront of their minds and SCC is able to align perfectly to this strategy and thinking."

Wayne said, "The project has been a total success. It was delivered on time and on budget. More importantly, the way in which the project was managed meant we would have known very early on if it was going off track at all."

He added, "If had to describe SCC in three words I would say professional, flexible and partnership."





Today, organisations must monetise opportunities, accelerate profitability, innovate and reduce costs.

SCC, in conjunction with IBM technologies, can open up an ecosystem of opportunity, creating smarter applications, optimise cloud infrastructure and accelerate data insights and innovation. SCC together with IBM can work with you to unleash the power of:

Analytics

Engage with data so it can answer tough business questions, uncover patterns and pursue breakthrough insights.

Cloud

Choose the right hybrid cloud solutions for your organisation and stay in control of data.

Collaboration and Talent Solutions

Leverage real-time analytics with IBM Watson and deliver insights that put the tools for success in the hands of the digital workforce.

Internet of Things (IoT)

Help combine Internet of Things data with other data sets to gain new insights, and apply them to make the physical world work better.

IT Infrastructure (Systems)

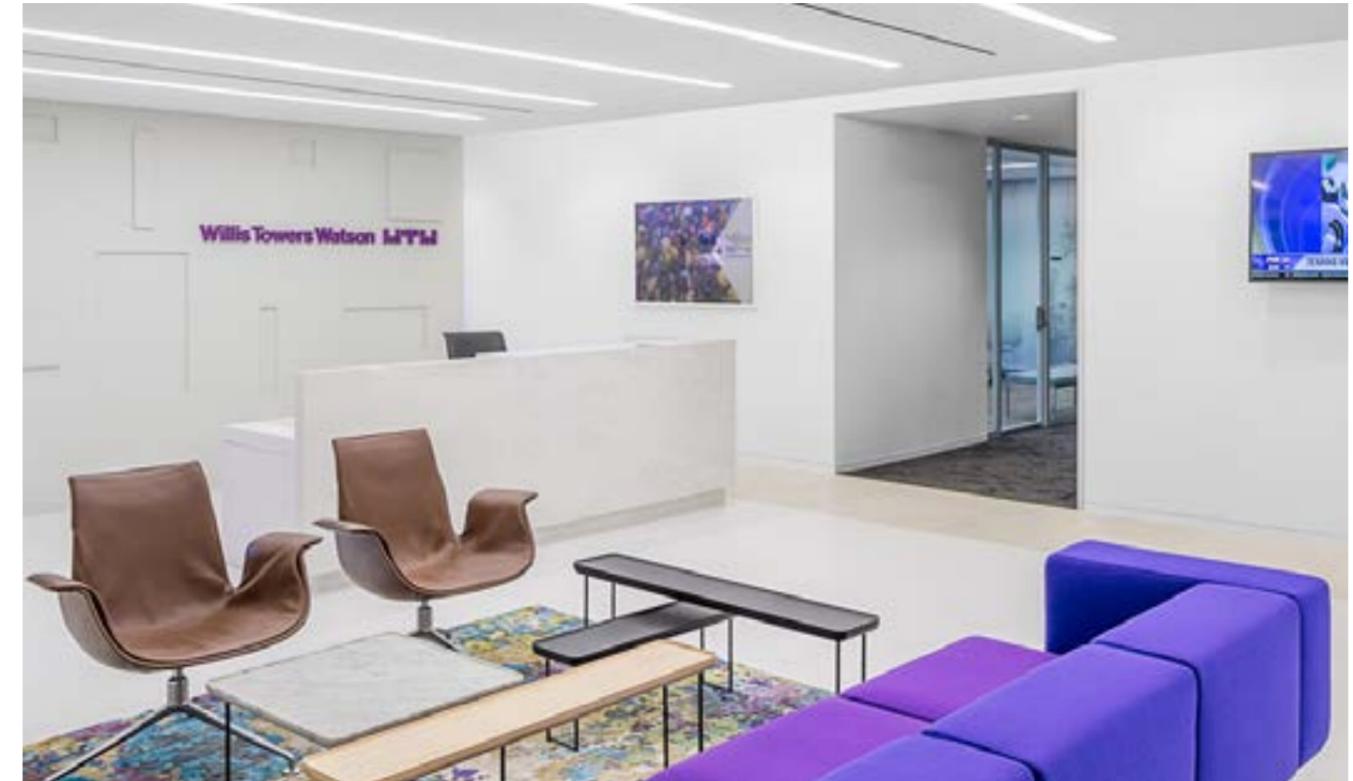
IBM Systems and Storage Solutions disrupt IT infrastructure and enable outpacing of technology breakthroughs by using Analytics, cognitive technologies and secure cloud capabilities.

Security

Protect data and reputation with services and solutions that reduce risk while improving productivity and customer experience.

SCC support the fight against cyber crime by enabling businesses to prevent incidents, respond to threats quickly and minimise damage by malicious activity, helping them to transform their approach to cyber security from reactive to proactive.

SCC's Cyber Security Service (CSS) is a managed security service delivered by a dedicated and experienced Security Operations Team. Using the most advanced tools and technologies to detect malicious activity, we significantly reduce time to detection and improve capabilities to stop potential attacks. Our CSS is powered by a next generation SIEM platform that integrates and consolidates information from different sources, including infrastructure log correlation, threat intelligence feeds and advanced data analytics techniques.



CASE STUDY: Willis Towers Watson

With 40,000 employees spanning more than 140 countries, Willis Towers Watson's data centre job was no walk-in-the-park. Due to the exceptional work by SCC and IBM, this insurance broker was up-and-running with relative ease.

Willis Towers Watson is a global multinational risk management, insurance brokerage and advisory company. Already an existing IBM POWER customer, the company needed to migrate existing critical workloads from one datacentre to another, whilst simultaneously upgrade from a POWER7 server to a new POWER8 server.

This involved moving their existing POWER critical workload – running on a POWER7 p780 server – from their GS2 datacentre to a new datacentre in Ipswich, in a non-disruptive fashion.

The project began in September 2017, where SCC identified that by performing an upgrade to POWER8 technology and simultaneously making use of Power Enterprise Pools, they could transfer the bulk of existing CPU and RAM activations from the old server to new, making the migration part of the upgrade – plus the huge benefit of then having a share pool of CPU and RAM between their new and existing POWER8 systems.

The solution involved:

- Upgrading the existing POWER7 cores and RAM on existing p780 to mobile
- Setting up enterprise pool between existing p780 and new E870C (HMC software updated)
- Transferring the maximum number of cores and RAM from p780 > E870C; breaking the 'transfer pool' – then setting up a new pool between new E870C and customer's existing E870 systems

Willis Towers Watson could now benefit from utilising existing CPU and RAM activations; by transferring these from p780 to new E870C in a safe, non-disruptive fashion using Power Enterprise Pools; do 'side-by-side' testing to enable transfer was successful; effectively upgrade from p780 to E870C for minimal cost, and much more.

The customer now has three POWER8 systems all in a single pool and can share resources between all three as needed, giving resilience, flexibility and capacity for growth, all at a lower cost – plus the migration was performed at zero risk.

SCC provides services for IBM System Storage devices, IBM Power Systems servers, and IBM System z mainframes. It helps European-based companies and government organizations assess, plan, source, integrate and manage IT infrastructures and achieve operational efficiencies.

The SCC Security Lifecycle

PREDICT

Our **PREDICT** stage is a consultative approach where we offer assessments to evaluate and understand your current security posture.

The ultimate goal of this stage is to assist our customers to discover the gaps or areas of improvement by looking at people, processes, technologies and regulation. We engage with organisations that:

Require a 360 degrees review of their security infrastructure, policies and procedures.

Need to know what security gaps exist in their systems and processes and how exposed they may be.

Need to meet regulatory and compliance requirements

PREVENT

We work closely with you to define, supply and implement the most appropriate solutions and services to ensure the consistency and effectiveness of your security strategy.

Organisations are adopting new business models that are increasing their attack surface and have a direct impact on their security strategy. At the **PREVENT** stage we provide security solutions that assure of customers' security across cloud environments and on-premise infrastructure

RESPOND

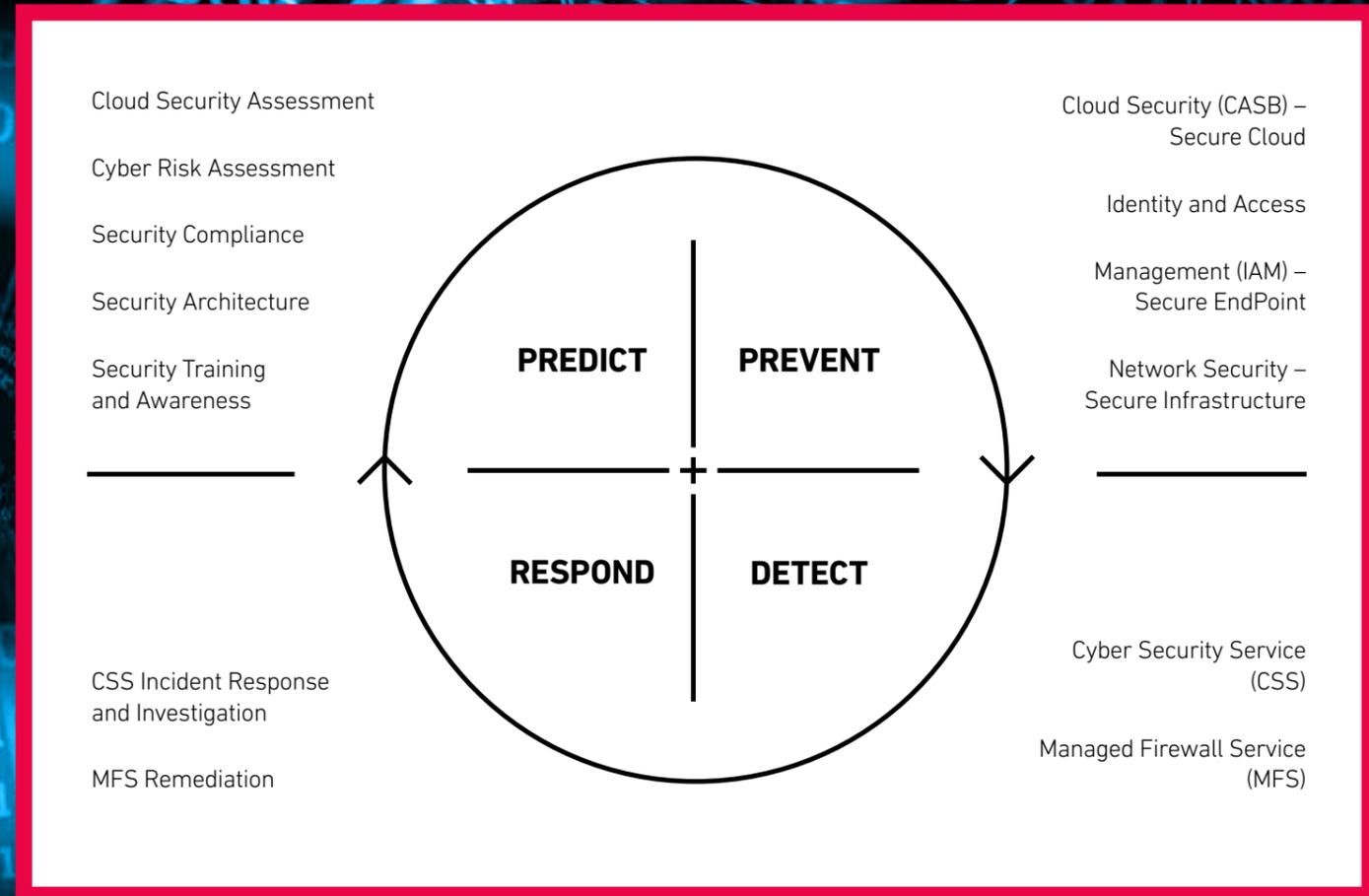
In the **RESPOND** stage, our services help you to remediate and minimise the impact of a security breach that could be a cyber attack.

We can deliver IBM IRIS incident response services and remediation tasks that will provide the next level of protection and risk management.

DETECT

The **DETECT** stage brings to customers the services that will address fundamental challenges around security operations and potential breaches.

SCC provide a Cyber Security Service (CSS) which delivers a full view of known and unknown security offences to your business by collecting data from multiple sources and proactively alerting when a threat is detected. Going further, CSS works in partnership with our clients and actively seeks to provide advice on the best course of action following detection of a threat. This service from SCC can help you meet your regulatory and security compliance requirements.





CASE STUDY: Newcastle Upon Tyne NHS

The Challenge

The aim of Newcastle upon Tyne NHS was to reduce costs, improve reliability and remove the risk of data loss through a system failure. SCC identified that significant savings could be made by upgrading their existing IT using IBM Storage and Software products.

The Solution

SCC integrated IBM's Storwize V7000 Subsystems using a mixture of solid state and SAS disk drives to accommodate primary usage. Efficiency and performance improved with the V7000 system delivering up to 40,000 input/output operations per second and a response time of under 1 millisecond. The solution also included IBM Data Migration tools, which gave the NHS Trust the ability to migrate their systems with little or no downtime. The solution also included in-line compression technology to reduce the underlying capacity requirements.

IBM's Virtual Storage Control (VSC) was integrated to assist in storage management, diagnostics and provide advanced reporting features.

The backup solution was built on IBM's Spectrum Protect Software with IBM's Storwize V5030 subsystems as the primary

backup pool. To give the Trust flexibility in the solution, the Software was upgraded to IBM Spectrum Suite solution which delivers the same Spectrum Protect Software and the ability to "flex" the license to use other within the suite as and when required. The Trust can build their own Cloud Object Store and use the spare capacity in the Suite license to use this in a production environment. This also applies to the other Software Defined Products in the Suite bundle, Virtualise, Scale and Accelerate.

A further advantage of the Suite license is that the Trust can build test environments at no additional cost, enabling them to pilot the technologies, check their functionality and prove that they are "fit for purpose" before deployment into production.

The Benefit

The IBM Software Defined Solutions provide a flexible environment, enabling the Trust's IT Department to deliver performance, flexibility, and capacity savings whilst also providing significant cost reduction. Past systems ran the risk of data loss, through disk failures and problems with controllers. SCC's solution removed each point of failure and protected against data loss through external forces.

Power Systems

IBM's next generation systems provide the perfect platform for analytic applications with superior compute power, memory bandwidth, I/O and intelligent acceleration.

These groundbreaking systems extend a heritage of resiliency, availability and security for big data and analytics and scale to perform in the most demanding and complex data requirements. The new generation of IBM Power Systems are designed and built to transform business and achieve competitive advantage.

Deliver better economics and quicker returns for scale out infrastructure

Deploy fewer servers and save energy with systems possessing up to 290% of the throughput of IBM POWER servers.

Drive open innovations with community collaboration

Since businesses are most likely using IBM Power Systems with AIX or IBMi today why not use Power for raw Linux workload, and enjoy all the same benefits of RedHat, Ubuntu and SUSE? It is cost effective and easy to run Linux on Power versus x86-based systems.

Bring faster insights for today's data hungry applications

The new scale-out servers with IBM POWER processors bring insight to the point of impact, delivering superior performance over comparable x86-based database and analytics solutions.

Serious reduction in software licensing overheads

Challenge IBM to analyse your estate and show you where you can make instant savings.

Mainframe Z Systems

The IBMz14 (z14) mainframe is a trusted digital experience, providing ultimate protection for data and simplifying compliance. Machine learning can be applied to the most valuable data, creating deeper insights. Designed to be open and connected in the cloud, this enables massive transaction scale of high volume encryption.

Trust – the foundation of digital relationships

This enterprise system delivers pervasive encryption, stronger clouds, real time insights, machine learning and transparent blockchain.

Instant insights and machine learning

IBM mainframes can have up to 320 individual channels for connectivity, scalability and "always on" capability. The mainframes offer enterprise security across cloud, blockchain, analytics and anticipate threats providing security from infrastructure to endpoint.

A stronger platform for cloud

The Large System Performance Reference ratios are IBM's assessment of relative processor capacity in an unconstrained environment for specific benchmark workloads and system control programs.

Lightening fast and reliable

IBM z mainframes deliver millisecond response time, reliability, near 100% uptime and the world's best security.

IBM Technical Support



Why IBM Technical support services?

IBM has decades of experience supporting both IBM products and non-IBM systems. We can offer the customisation and flexibility that your business demands, with around-the-clock service every day, even on holidays. Our range of solutions includes packaged, part-numbered or tailored services that are designed to be easier to buy, sell and activate. Through our nearly unmatched global support infrastructure of parts, skills and vendor alliances, we can provide higher-quality, cost-efficient services and advanced multivendor expertise.

World-class skills:

When you have a problem or need assistance with change management, you need a technician to get it right the first time. An IBM technical support contract provides access to thousands of highly skilled and certified technicians who share that goal with you. IBM's ongoing technician education requirements help you consistently receive industry leading support.

Advanced monitoring, diagnostic and call-home tools:

IBM use patented tools to proactively monitor, diagnose and repair problems around the clock. One of the tools is IBM Electronic Service Agent™ (ESA), which provides 24 hour monitoring of machine problems, such as failing parts, and automatically calls "home" to IBM's Support Center to more securely upload error logs. ESA can open a ticket and initiate the resolution process before you're even aware there is a problem!

Robust parts inventories and logistics:

When your systems are down you don't want to wait days or weeks for replacement parts. By choosing IBM, you can tap into a virtually unmatched repository of both IBM and multi-vendor machine parts across 556 parts-stock locations worldwide, helping to expedite problem resolution. In fact, on any given day, we move approximately 27,000 parts to customer locations all over the world.

Multiple ways to access support:

In addition to numerous remote support features like ESA, IBM have invested in an array of advanced tools that can allow you to report problems at almost any time, day or night. You can use these resources to check your call status and history for one business location or for your entire enterprise.

Premium support for IBM systems:

IBM has advanced, extensive proprietary training programs to help with the support, training and maintenance of technical resources, while providing access to their global research, hardware and software development labs. IBM employees can tap into IBM's patented monitoring and diagnostic tools, solution databases, research and development labs, certified parts and more.

Capacity to support almost all of your IT needs:

As one of the largest IT services companies in the world, IBM provide an almost unmatched portfolio of solutions across industries. From engineering innovative servers and data centers, to designing networking and cloud computing environments, to providing consulting for business continuity and resiliency, you can rely on IBM to be your single source provider for practically all of your IT needs.

Advanced multi-vendor expertise:

Consolidate your existing support contracts into a single IBM multi-vendor contract that covers both IBM and non-IBM support and maintenance services, streamlining current technology and reducing the number of vendors to manage. This service provides cover across entire estates with only one support team to contact, simplifying the fault logging process.

Advantages of IBM's Technical Support Services

- One contract for multiple vendors/platforms
- Streamlined solution with only one support team to contact
- IBM grade service and contract terms on non-IBM products too
- Single point of ownership for IT hardware problems
- Competitive prices, offering cost savings on manufacturers' own prices
- IBM service on non IBM products
- Equivalent service levels and contract terms as for IBM products

Testimonials

SCC delivers a wide range of innovative IT solutions to improve business efficiencies across all industries, including both the Public and Private Sectors

"SCC has brought our people together through better collaboration"

TalkTalk

"SCC pull out all the stops"

WHSmith

"SCC helped Gist make the right choice in technology"

"SCC has helped us revolutionise the retail store experience"

Thomson

"SCC is an integral part of our IT delivery engine"

lubcock

"SCC is an extension of our team - we love SCC"

National Trust

"SCC is a very capable business partner"

EUROSTAR

Contact Us



At SCC, we have a dedicated team of over 30 people looking after our IBM business. From sales, pricing and technology specialists to power, storage and security consultants, you can be confident that we have the best in the business looking after your professional needs.

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