



# Education sector is given space to grow

## BT City West data centre accommodates HEAnet

### Executive summary

HEAnet rented rack space from BT in City West, and used this as a major co-location facility, servicing its clients who wish to install equipment in a managed facility.

The facility also hosts a point-of-presence connectivity that enables HEAnet to serve Ireland's universities, institutes of technology, research organisations and primary and post primary schools and the growing demand for more capacity driven by the changing needs of the sectors.

"Five years ago we responded positively to a request from the Department of Education and Science to connect all primary and post-primary schools to our network. We had to design and build infrastructure to add 4,000 schools to our network backbone, and to manage their connectivity in a sustainable way", explained Garreth Malone, Network Engineer in HEAnet .

HEAnet embarked on a public procurement process to meet its future needs. By providing the space and scale to grow in its City West data centre, BT was awarded the contract to retain HEAnet co-location requirements for the next five years.

The facility offers 10,200 sq. m of fully managed Class A data centre space, supported by 24x7 onsite IT service operations personnel. Specific requirements had to be met to accommodate the diverse needs of HEAnet, for example, in terms of their power consumption and the billing

of associated costs and carrier neutrality and the ability to use multiple providers to facilitate its nationwide services.

Emerging concerns about the environmental impact of IT, and data centres in particular, were also reflected in the tender process which BT was able to address.

"BT satisfied essential requirements such as carrier neutrality, connectivity and power availability, in some cases modifying their standard offering to meet HEAnet's specific need."

Daniel Lete  
Network Engineer  
HEAnet

The contract is an example of how BT's broad range of ICT services is able to meet the rigorous demands of the education and research community across the island of Ireland. "HEAnet is one of BT's longest standing customers," said Neil Ryan, Sales Specialist ICT Solutions, BT Ireland. "Through our world class data centre facilities and our flexibility in approach, we are delighted to have been able to extend the arrangement with them, enabling HEAnet to continue to deliver their services to the highest quality and standard."

# Case Study

## HEAnet

### The Business Case

HEAnet is Ireland's National Education and Research Network. A non-for-profit organisation it provides high quality Internet services to Irish universities, Institutes of Technology and the research and educational community, including all Irish primary and secondary schools. It delivers a high-speed national network with direct connectivity for its community to other networks in Ireland, Europe, the USA and the rest of the world.

Part of its function as an ISP is to provide point of presence connectivity to the education sector. While the number of customers stays the same, the service demand continues to grow. "We are committed to delivering advanced ICT networking services for the changing needs of our clients and at times might be asked to cater for something that we haven't forecast for so we must have the ability to respond," said Malone.

The existing co-location arrangement reached full capacity so HEAnet went to tender for an environment that could scale as required. BT won the five year contract to provide a co-location platform. It is designed to allow the rapid deployment of a sophisticated infrastructure with sufficient power, cooling and capacity to meet diverse challenges as they emerge.

Under the terms of the contract BT provided initial service design, project management and set up support as well as additional customised arrangements which were pivotal to the co-location service.

The successful bid was dependent on BT's ability to be flexible and meet the needs of HEAnet. "The essential requirement was that we were not restricted to only buying services from BT. They had to be flexible in a number of ways and they were," said Malone.

As well as taking in connections from different institutions that use a diverse range of providers and technologies, HEAnet had to be able to use outbound third-party Internet transit providers. BT agreed to this.

Another requirement was around power consumption. HEAnet wanted to have as much

control over its electricity charges as it could and devised a utility model that BT was happy to accommodate. HEAnet pays for a baseline amount of power that it consumes and is then charged on a utility basis for anything over that.

**"BT is all about meeting customer needs and presenting them with a flexible commercial proposition. The pay-as-you-go model was about helping HEAnet manage its costs efficiently."**

Neil Ryan  
BT Ireland

Other factors were already part of the BT service, including environmental elements that reflect the growing interest in green IT. HEAnet's internal scoring system for submissions called for a number of criteria including a green policy statement.

"Environmental requirements are based around a fairly standard set of metrics but they are becoming more important," said Malone. "BT responded well to our requirements."

The City West facility was the first data centre in Ireland to achieve the ISO/IEC 20000 certification, the first international standard for the management of an organisation's IT infrastructure and related business services. This was also important to HEAnet. "We asked for individual components of data accreditation, including the ability to supply reports," said Lete.

At a time of economic uncertainty, controlling costs and visibility of future requirements are important more now than ever before. HEAnet now has a sustainable and scalable hosting solution that will allow it to implement its strategic goals for the next five years.

"It is a long term contract and it's a big vote of confidence that HEAnet is prepared to partner with BT for such a period of time. It gives them security of tenure and a roadmap to work to," said Ryan.

### Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to © BT Communications Ireland Ltd respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© BT Communications Ireland Ltd  
Registered office: Grand Canal Plaza,  
Upper Grand Canal Street, Dublin 4.  
Phone +353 (0)1 4325000  
Freephone 1800 924 924  
Registered in Ireland No. 141524

Riverside Tower,  
5 Lanyon Place, Belfast, BT1 3LP.  
Phone +44 (0)28 9021 6161  
Freephone 0800 800 152

