

## RAC chooses Getronics as cloud-based IT provider



### **Getronics will provide the motoring services provider with IaaS and DRaaS solutions on Microsoft's Azure services**

RAC has chosen Getronics to help it move to the cloud, providing services including IaaS, DRaaS and infrastructure using Microsoft's Azure.

The RAC said it needed a scalable solution that would enable it to stretch resources during the winter when call outs typically increase from 5,000 in the summer to 12,000 when bad weather arrives.

Getronics' solution included putting the infrastructure in place for on-site staff in Birmingham, Bristol and Manchester, plus data centre management and remote monitoring services for the entire business.

By implementing three levels of automation, from fully automated ticketing to manual input, service desk calls and costs have been reduced. Other cost savings have been achieved by using pay-as-you-go services, allowing for the flexibility the RAC requires.

"We are extremely pleased with Getronics' proactive approach, delivering innovative thinking whilst ensuring that our joint projects stay on course, on time and to budget," Steve Goodwin, CIO at the RAC said.

"Getronics has delivered a highly agile solution which enables us to be nimble and flexible in what is a highly demanding, competitive and time-pressured industry. We look forward to what the future holds with Getronics and to working together to ensure we achieve our business goals."

The RAC explained it decided to use Getronics following a large-scale project the two companies worked on in 2011 to build a new IT infrastructure from scratch within six months.

"In our three years' experience working with the RAC, we have proven our ability to provide a great level of customer service, while having the infrastructure and skills to match it," Mark Cook, CEO of Getronics said. "We have a proven track record of working with businesses undergoing mergers and acquisitions to ensure their IT systems meet the growing demands of their customer base."

"We are thrilled to be working with the RAC for another five years and are excited to see how we can help the business develop going forwards."