



## Case Study:

### Shell International

“Cloud Business’ friendly, supportive and personable team have ensured a cost effective and robust solution is in place for as long as necessary.”

Ray Green, Building Services Manager -UK South, Shell International Limited

Shell International is one of the world’s largest independent energy companies, operating in more than 70 countries.



#### Snapshot

- Energy sector
- 3 vacant UK offices
- Remote security solution
- 24/7/365 Monitoring and IT Managed Service
- Manned security operations centre
- Large screen monitoring of the CCTV network, fire detection system, door entry systems and the IT network
- Robust and streamlined workflow and escalation procedures
- Collaborative and flexible approach working with other parties who have responsibility to keep the building safe
- Protection and assurance for Shell, the property owner and insurance companies

## What did Shell International want to achieve?

In 2017 Shell UK vacated three large offices located at Thames Valley Park in Reading. As the lease on the premises has many years to run, Shell required the buildings to be highly secure and maintained to a high standard.

Together with Sodexo, who provide the Building Management Services, we were contracted to provide a comprehensive 24/7/365 Monitoring and IT Managed Service. This needed to cover all the IT networking and infrastructure, specifically the security cameras, door entry systems, fire detection and regular site security checks.

## How did we help them to succeed?

We set up a manned security operations facility at our Basingstoke Service Desk location, with large screen monitoring of the CCTV network, the fire detection system, door entry systems and the network.

A comprehensive Operating Level Agreement is in place between Shell, Sodexo and ourselves that defines the precise workflow and escalation procedure to be followed in the event of an alert being raised. This includes immediate contact with the emergency services.

Shell selected us because we offer a comprehensive 24/7/365 Managed IT service, with highly adaptable and competent Professional Services and Service Delivery Management capability. Our solution works collaboratively with a number of parties, who have responsibility for software services and security personnel to keep the building safe from intrusion, fire and damage, however caused.

## Were Shell International happy with the outcome?

"Cloud Business has worked extremely diligently with considerable flexibility to develop a solution to the security monitoring requirements of Shell. They have more than meet the requirements for Shell, the landlord of the premises and equally importantly, the insurance companies, who together have demanded a robust and high-quality security service.

Ray Green, Building Services Manager - UK South, Shell International Limited

## A final word about Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

Over 20 years of experience in the delivery of IT Support and project services to recognised UK and global brands on a 24 x 7 x 365 basis.

Highly accredited to SDI4\* (one of only two companies globally), ISO 27001 and ITIL standards.

Learn more about us at [www.cloudbusiness.com](http://www.cloudbusiness.com).

For further information on how Cloud Business can support your migration to Office 365, please contact us at [hello@cloudbusiness.com](mailto:hello@cloudbusiness.com), or talk to us on 0845 680 8538.

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