

Alpha Trains



ALPHA **TRAINS**

Client:
Alpha Trains

Industry:
Train Leasing

Location:
UK & Europe

- Acora services provided:**
- Outsourced service desk
 - Change management
 - Release deployment
 - IT continuity management
 - IT procurement and contract management
 - Hosting facilities and managed global WAN
 - IT advisory services
 - Dedicated account director

Alpha Trains is one of the leading rail leasing businesses to emerge out of the privatisation of British Rail. Capitalising on the momentum of change, Alpha Trains (formerly part of the Angel Trains Group) was one of three rolling stock leasing companies formed in 1994, rapidly expanding into continental Europe to build up a €1.8bn fleet of freight locomotives and regional passenger trains across 12 countries.

Business focus

The Royal Bank of Scotland Group sold Angel Trains (now Alpha Trains) to a consortium of infrastructure investors in August 2008 in order to maximise on core specialisms, but this created fragmented IT systems in the process.

This period of change and planned expansion into Europe, meant that the company needed a strategic assessment of its IT architecture, operating model and in-house IT service quickly.

Unique challenges

Changing ownership and independent services

The privatisation of British Rail resulted in a fragmented IT infrastructure and disjointed IT systems. In order to perform as desired the company needed to review their IT and ensure they had the tools in place to support business strategy.

Relocate & restructure

Alpha Trains wanted to review their IT post-sale and only once the right IT was in place or planned to support a continental market, would they move their head quarters from London to mainland Europe.



Solution

A full strategic assessment

Acora launched a full strategic assessment of Alpha Train's IT services post-sale, reviewing its IT architecture and operating model, and fully reviewing the out-sourced/in-house IT service.

Fully outsourced to Acora

Acora was selected to be a strategic IT partner and helped to deliver the full business potential at a crucial time. Acora created a robust and agile IT infrastructure and introduced an outsourced IT help-desk. Acora also supported the following areas: IT strategy generation, change/demand management, capacity management, proactive systems monitoring, security management, IT procurement and contract management.

Going continental

To consolidate the business and enable the business focus to shift to the European markets, Acora permanently moved Alpha Trains' UK allocated resource to the mainline European offices (Cologne/ Antwerp/ Luxembourg/ Spain) with enhanced connectivity, virtualised desktops, improved disaster recovery capabilities, and an upgraded core financial platform.

Mobile working

In order to attract the best European talent and enhance business-wide efficiency, Acora developed Alpha Trains' mobile working solutions by piloting tablet and mobile devices, while also enhancing the business's online project management and strategic data management capabilities.

Relocating London HQ

In 2012 Acora supported a major relocation of Alpha Train's London headquarters to an expanded facility in Cologne, with WAN upgrade and full telephony configuration.

■ ■ *Acora instil trust, the services they deliver are appropriate for our needs. They have been able to flex around the changing needs of our business and allow us to focus on our core business objectives without having to worry about the provision of IT services. Their service is backed by high quality report which track service levels, improvements and key focus areas, project status and IT capacity* ■ ■

Shaun Mills
CEO

At Acora we focus on outcomes, not incomes

■ Acora delivers Outsourced IT Services to visionary mid-market business leaders who need strategic agility without the shackles of high risk IT. We provide the freedom to flex further, and adapt faster – fully supported by an expertly managed, outcomes-focused IT strategy. Because true service is about flexibility, we meet our clients' ever-changing strategic needs with outsourcing services delivered at whatever level feels right for them. When our clients talk, we listen. No error, no confusion, just singular, dynamic service that drives new business value at every level in a new and uncertain economy.