IT Services

Intelligent Buildings & Infrastructure Services

Smart, efficient, sustainable
Performing better.

Commercial and public buildings are required to perform better – environmentally, economically and socially. Fundamental to this is the ability to control, monitor and optimise the devices and services that are installed, and future-proof this ability to cope with emerging new technologies and trends.

Making this smart technology really work means getting the integration and infrastructure right so that the different devices and systems work in harmony to deliver optimal performance. It’s about creating a building that will flex with you, and Capita IT Services will help.

ICT has a fundamental role to play in creating environments that allow us to work in an increasingly mobile and flexible fashion, reducing energy use and carbon emissions. Advances in technology make it easier for us to connect, measure, monitor and manage our access, security and energy performance through systems and devices, and we make them work together in an integrated fashion, sharing information that enables cause and effect to take place.

Whether you’re building new premises that require smart technology built-in or you’re upgrading existing premises – a robust, single platform, infrastructure is what will make the building work effectively, as the foundation and bedrock of an intelligent building.

Infrastructure is what we mean when we talk of smart, intelligent buildings. At Capita IT Services we understand this better than most. Each of our customers has different requirements as well as different working environments – and we’re sensitive to your needs. We flex our design, build and management services to your environment.

Our solution is simple, robust, single ICT infrastructure for intelligent buildings. We provide end-to-end integration of services and devices, from structured cabling through to services. For our customers this delivers cost and energy efficiencies, to enable flexible working and support a sustainable business.

Today we’re used to having technology at our fingertips and tying all these devices and systems together so that they deliver maximum profitability and operational effectiveness is the real challenge – and at Capita we have a proven track of delivering smart technology.
The technology - how we support you

Structured Cabling - design, build and management of secure, scalable and future-proof network infrastructures through our suite of structured cabling solutions. We implement the following high performance cabling infrastructures to ensure quality bandwidth and resilience for your business:

- Category 5e, 6, 6a and 7 structured cabling solutions, both shielded and unshielded, field terminated or pre-terminated
- OM2, OM3, OM4, OS1 and OS2 fibre optic cabling solutions, traditional and Blown Fibre installations, field terminated or pre-terminated.

Intelligent Infrastructure Management (IIM) solutions - enabling real-time network management of cabling infrastructures. Cabling Asset Management is a sophisticated approach to infrastructure management. It combines intelligent hardware and software to provide users with unprecedented visibility and control over their network connectivity.

Through a Web-based interface users can document and monitor the cabling infrastructure and track the presence and locations of all connected networked devices in real time. The results are reduced mean-time-to-recovery (MTTR), automated change management as well as improved efficiency and productivity of IT departments — an investment with a clear RoI.

Networking - accredited with leading IT vendors such as Cisco (UK & Ireland Service Partner of the Year 2013 & Cisco’s Scottish Partner, Enterprise Partner and Public Sector Partner of the Year 2014), Avaya (UK Partner of the Year 2012), Microsoft (Gold Communications Competency (Lync)), HP, NetApp, Citrix, Verint, NICE, Zeacom/Enghouse, Dell, IBM, Plantronics, Jabra, Lenovo, Apple, Polycom, Riverbed, Meru, Prognosis network monitoring.

Wireless Technology – design and implementation of wireless LAN and Line of Sight solutions as an alternative or an overlay to physical cabling. In-house capability accredited with leading manufacturers such as Cisco and Symbol.

Voice - as one of the leading providers of IP Telephony solutions in the UK we manage the migration to IP telephony systems that transmit voice communications over the network. We understand converged networks and how telephony can make your business processes more efficient.

Audio Visual (AV) - design, deploy and support for a range of AV technologies such as interactive white boards, main hall projection, digital signage solutions, IP TV (Internet Protocol Television) video walls, touch screen displays and interactive software solutions.

IP Surveillance & CCTV – we offer a variety of physical security & video surveillance products, from Cisco and AXIS, Milestone XProtect. Recording software for state-of-the-art IP video surveillance systems, widest choice of network cameras and video servers, equipment connected by a secure network.

IP Access Control (IPAC) – from access control such as; video and audio door entry systems, door entry intercom systems, smart card technology, card swipe access control, to TCP/IP controllers for direct connection to a security system network.
We support you through...

**Managed services** - moves, adds and changes managed to agreed Service Levels across your business or full maintenance outsource.

**Converged solutions** - used to centralise the management of IT resources, consolidate systems, increase resource utilisation rates as well as lower costs.

**Design** - development of detailed design specifications, supplier liaison, bid and tender response assessment, and vendor selection. A tailored package to meet your specific needs.

**Project management** - operating to industry recognised procedures, our projects are delivered to a consistently high standard, on time and within budget by teams of experienced Project Managers.

Pulling it all together...

**Data centre design and build** - design, build and project-management of data centres, communications and server rooms. Network cabling infrastructures; LAN/WAN/Telco equipment and circuits; racking solutions; electrical installations to NICEIC standards; environmental management; raised access flooring; security and access control; fire detection and suppression; automatic generating systems; UPS; construction and civil works; power management and distribution; air-conditioning and cooling management.

We provide the agility and customer service expected of a smaller technology provider but with the in-house skills, expertise and the financial reassurance that Capita plc provides

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**What an integrated solution can do for your business**

- **Reduce total cost of ownership** - CapEx and OpEx savings are made through operating one integrated infrastructure rather than multiple systems.

- **Robust ROI** - through a single infrastructure, business processes improve, efficiencies increase and productivity levels rise.

- **Become more flexible** - a unified infrastructure, with the ability to carry data in any format, makes you agile, flexible and mobile.

- **Future proof your network** – an infrastructure capable of supporting emerging applications allows you to keep pace with the latest technology and stay ahead of the competition.

- **Adapt to change faster** – you can make network changes in a matter of minutes, saving time and money with in-built flexibility that optimises performance.

- **Simplify network maintenance** – investing in a single, integrated solution or cabling infrastructure, is easier to control, manage and maintain.

- **Create a sustainable business** - reducing carbon footprint, and increased efficiencies – helping you meet industry and government energy management targets.

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**What makes us different?**

**Trust** - our experience of working in high security and demanding environments – for clients such as the Royal Navy, the MOD, airport authorities, hospitals, major financial institutions and government shows the level of trust and reliability that we have built from over 20 years delivering intelligent building solutions.

It’s this level of trust that has led other organisations to ask for our help including banks, local councils, utilities, schools, universities, shopping centres, conference venues, sports venues, oil refineries, government buildings and even tunnels.

**Capability** – we are one of the few integrated solutions suppliers that have a nationwide network of over 300 experienced engineers operating throughout the UK. This means that you have access to this expertise to not only deliver your project but to support you in its maintenance.

**Single partner** - because we can deliver an end-to-end integrated solution you work with just one partner.

**Track record** - all in all, we have an enviable track record in delivering structured cabling, fibre optic infrastructure, networking, wireless and intelligent infrastructure management connectivity projects, across the UK.
Fortnum & Mason

Provided a state-of-the-art fixed and wireless secure LAN infrastructure. The upgrade and maintenance contract supports and unites Fortnum & Mason’s existing systems, including EPOS, and offers wireless capabilities. This moved Fortnum & Mason’s existing systems onto one secure network, capable of supporting future technologies and providing a more modern, up-to-date store with wireless access points and a secure network for critical information.

“We approached Capita IT Services due to their expertise, experience, reliability and their ability to install the network whilst allowing us to maintain business continuity. They have played an essential role in our refurbishment by designing a future proof LAN and structured cabling which will benefit our business, staff and customers alike.”

Interim Head of IT

Aircraft Carrier Alliance

Selected to provide the fibre optic communications network for the two new ‘Queen Elizabeth’ class aircraft carriers commissioned by the Ministry of Defence (MOD). The fibre optic infrastructure will form the backbone for the delivery of all of the IP based requirements on the two ships, from weapons control systems to the heating and ventilation systems, supporting circa 1,600 personnel on each of these ‘floating intelligent buildings’.

Airports

Supporting the critical communications networks for London Heathrow, Gatwick and Stansted airports, supporting around 120 million passengers and 430,000 air movements per annum.
## Our partners

### Cabling
- Brand-Rex
- Hellerman Tyton
- Panduit
- TE Connectivity
- Excel
- Commscope

### IP Security
- Cisco
- Axis Communications
- Milestone
- Paxton Access
- Synectics
- Sony
- Pelco

### Audio Visual
- Smart
- NEC
- Onelan Digital Signage
- Sedao Digital Signage
- Samsung
- Epson
- LG

### Network & Data Centre
- Avaya
- Aruba Networks
- Cisco
- Meru Networks
- APC
- Rittal

## Industry awards
- **Cisco**
  - Cisco’s UK & Ireland Enterprise Networking Partner of the Year 2013
  - Cisco’s Scottish Partner, Enterprise Partner and Public Sector Partner of the Year 2014
- **Avaya**
  - Avaya UK Partner of the Year 2012
- **Apple Systems Integrator**
- **Microsoft**
  - Microsoft Gold Communications Competency (Lync)

## Why IT Services?

At Capita we understand business, technology and process - placing the customer at the heart of everything that we do, we have a proven track record in transforming businesses through intelligent IT. Working with Capita you will find that we:

- **Think of you** - our customer. We make it our business to see the world through your eyes and provide efficient, innovative services that you deserve.
- **Find a way** - our entrepreneurial spirit and know-how enables us to deliver cost-effective, agile, productive services that can be trusted.
- **Keep it simple** - we minimise risk and deliver results fast. Our expertise means we are practical, pragmatic and we deliver on time.

Want to learn more? Visit [www.capita-its.co.uk/integrated](http://www.capita-its.co.uk/integrated) or contact us on:

**0117 311 5757** or email [ibissales@capita.co.uk](mailto:ibissales@capita.co.uk)