

Case Study

Maintenance and Support

More information

For more information on our technology services, please call us or visit our website

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NATS

NATS sees Keltec as an important supplier in meeting the organisation's demanding requirements for hardware, software and support.

▶ Leadership, professionalism and excellence

If there's one thing that's imperative for NATS, it's the utmost reliability of the organisation's IT systems. As the air traffic control service provider for aircraft flying in UK, robust and efficient IT and communications lie at the very core of the NATS operation.

It's an operation that sees the organisation handling over 2 million flights – carrying over 200 million passengers safely and efficiently – in the UK's airspace.

To meet these standards and demands NATS works closely with only trusted technology suppliers to deliver its critical services. Keltec is such a supplier, delivering software services that NATS needs to keep its operation running and maintain the standards it expects.

▶ Leading the way

As one of the industry leaders in technology, NATS sells a range of product and consultancy services, the showcase for them being its own operation. It operates and maintains a nationwide communications, surveillance and navigation network. At the same time engineering support at all operational units carries out advanced research and development to develop ground-breaking software for current and new systems.

According to Mark Mould, Buyer at NATS: "It's vital that NATS operates on the best IT systems; our efficiency and effectiveness as an organisation depend on our IT systems both our software and hardware. At the same time, we undertake a competitive tender process to be sure we are competitive in procuring the best IT solutions."

He adds: "We expect our providers to offer advice on the best solutions available. We use Keltec as one of our suppliers because as an organisation they are proactive in offering advice and guidance on optimal solutions for NATS. Keltec meets our stringent requirements for hardware, software and support while also demonstrating good value for money across various requirements."

▶ Software and hardware support: 24x7

Keltec has become NATS' trusted provider for software and hardware support. The solution includes a 24x7 service desk to manage calls, a Service Delivery Manager for escalation management and dedicated Account Management.

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▶ Savings through coordinating contracts

As part of the partnership, Keltec worked closely with NATS to coordinate its multiple Checkpoint software contracts, which had many different termination dates. By ensuring one date for all, it helps NATS to better manage its services and reduce costs.

Throughout the process Keltec has won further Checkpoint orders that were previously with other providers as NATS saw the value offered by Keltec's approach, in taking care of all licensing and support and having one renewal date.

▶ 'Customer-focused advisor'

Keltec's services for NATS include hardware support for their ARDAT system and they have also engaged Keltec with its latest Checkpoint project. Keltec has worked together with Checkpoint and the customer to propose the best solution for the organisation's upgrades and taking advantage of a vendor trade-in promotion.

"We've found Keltec to be very customer-focused in providing NATS' hardware, software and support," says Mark Mould of NATS. "It's a key reason for using Keltec. On top of that, Keltec is committed to delivering exactly to our requirements."

▶ Software and licensing expertise

Keltec's software licensing for NATS includes Cisco support, Citrix and SIGMA licensing. As experts, Keltec helps NATS to navigate the minefield of software licensing and legal compliance, to deliver the most cost effective solutions available. The focus is on innovative solutions to improve the way software is utilised and licensed.

▶ Optimal licensing solutions with minimal spend

According to NATS' Mark Mould, insight into the area of software licensing is a key requirement. "NATS needs to be able to rely on a supplier with software licensing expertise so that we can be confident of having optimal licensing solutions with effective spend. Calling on Keltec's experience saves NATS the time and costs involved in navigating the maze of software licensing".

▶ Optimal licensing solutions with minimal spend

In choosing its providers NATS takes a rigorous approach to ensure value for money and the best solutions available, through assessing multiple proposals. But beyond that NATS looks for the ability to form relationships in which the organisation receives valuable insights and advice. Keltec has satisfied NATS' stringent requirements.

"It's important we have suppliers that bring expertise to NATS. In Keltec we have found a strong trusted advisor, and a team of experts acting as a trusted sounding board," says Mark Mould. "Above that, Keltec gives us good account management and we know they'll always go the extra mile if we need it."

