



We've helped HOST create a home from home for nuclear power station workers with an agile end-to-end IT service, more functionality and a 32% cost saving.

Find out how Wanstor provides remote and agile management of HOST's two campuses, increasing innovation and delivering a cost saving.

About HOST

HOST has the huge undertaking of providing accommodation for all 1,496 contractors who work at the Hinkley Point nuclear power station – a £26 billion government project and an EDF-run project.

It first opened doors in 2018 with two purpose-built campuses providing housing, entertainment and dining options for all site workers. The business' mission is to provide a modern, comfortable environment for contractors to live and relax in after work, making campuses a home from home whilst the site is being built.

The current timeline for the nuclear power station's completion is 2027.

The logo for HOST, featuring the word "HOST" in a bold, sans-serif font. The letter "H" has a small house icon with a roof and a leaf on top of it.

The Challenge

HOST needed a full, end-to-end solution covering every aspect of its IT needs, in order to provide the right accommodation to fulfil its government contract and house its workers.

When the first campus opened its doors, HOST's incumbent provider had four full-time engineers permanently onsite.

It was a costly and rigid format which offered few options to adapt and innovate as the site evolved and new technologies became available.

A lot of people onsite were very familiar and comfortable with the incumbent team and didn't want to try something new and risk facing disruption, but HOST wanted to have a more flexible approach that would offer more agility and functionality, and ultimately work to suit their needs better.

They wanted to enable more self-serve options as well as the opportunity to benefit from technology upgrades with little to no hassle.

After an initial discussion, Wanstor suggested moving the campuses into a remote support solution which would provide the flexibility that HOST was looking for and also deliver significant cost savings.

HOST was impressed with the direction Wanstor was taking and triggered a formal tendering process which suited their governance requirements.

The tender had to go through a rigorous process and ultimately be agreed by EDF.

But with Wanstor's wealth of expertise, detailed approach and their ISO27001 certification, they were the clear choice.

The Solution

After a seamless integration, we now deliver remote management and monitoring of all of HOST's IT on both campuses.

It's a five-year support contract which includes all IT infrastructure, networking, connectivity and management of all devices as well as enterprise-grade security and resiliency across both sites.

Using Wanstor for its whole IT solution means that HOST has a joined-up approach to all of its technology which serves its employees and the site.

With an umbrella view of the whole infrastructure and network, it's easier to monitor HOST's security and likewise look for ways to increase functionality or make cost-savings without sacrificing capability.

We also manage all of HOST's Microsoft licensing. This is both for HOST's back-office employees and all of the contractors who live and work on-site, and we deal with all day-to-day issues from the team, which are dealt with swiftly by our service desk.

Remote management allows any changes and updates to be dealt with quickly and simultaneously across all systems and devices, and we have only one engineer permanently on site.

“

Wanstor have been a breath of fresh air. They are so proactive in making recommendations, both to improve our setup and to make cost savings.

Colin Weeks,
Financial Controller

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wanstor

Tel: 0207 592 7860
Email: info@wanstor.com

For more information visit
www.wanstor.com



The Feedback

“Wanstor have been a breath of fresh air. They are so proactive in making recommendations, both to improve our set up and to make cost savings.

“We are using more innovative, newer solutions so it’s incredible that we can have more functionality but pay less.

“We now have a really agile service, but have made about a 32% cost saving. We can innovate and adapt at speed and always know we have the best solution available to us,” said Colin.

“I had every confidence that we could employ a remote solution and it would be better suited to our needs.

“The tender Wanstor went through demonstrated that they were absolutely the right choice for us.

“It was mission critical that we pick the right provider and the right path, and it’s worked fabulously because everyone is delighted with the change - even those initially anxious about moving to a more agile solution.

“Having everything delivered by Wanstor means we only ever need one point of contact if we wish, but that point of contact is backed up by a team of specialists in individual disciplines, always ready and willing to answer all of our questions.

“It really is the best of both worlds.”

Key Outcomes

- ✓ Remote management and monitoring of HOST's entire infrastructure and networking
- ✓ A more agile and flexible way of working
- ✓ Enterprise grade security
- ✓ Management of Microsoft licensing
- ✓ Costs reduced by 32%