# Nominee: NATS

## Nomination title: NATS and their future workspace

Project DIAMOND (Desktop, Identity, Access Management ON Demand) is a major workplace transformation initiative being undertaken by NATS, a UK based global provider of air traffic services.  Founded in 1962, NATS guides over 6,000 flights each day through UK airspace and also provides services to UK and international airports.  NATS was looking to improve the IT user experience by introducing greater flexibility and remote working facilities, while also future-proofing the IT environment to support the business' growth ambitions.

After initially engaging another provider, the project stalled during the discovery phase due to a failure to ensure the existing IT environment would be compatible with a virtual desktop environment.  NATS enlisted the help of Point to Point to redo the discovery portion of the project and help restore faith in the full project through the deployment of a slimmed down desktop virtualisation system designed to illustrate the tangible benefits of virtualisation to senior management.

Before NATS began their DIAMOND journey, Point to Point conducted a thorough examination of NATS IT environment.  This involved testing applications, assessing the company's long-term business plans and profiling the user-base to ensure the technologies suggested would be compatible with the IT environment.

Gavin Walker, NATS CIO, commented: "Point to Point worked very closely with us making site visits, talking to our staff and didn't just rely on empirical evidence to understand how we work.  The discovery work was superb.  Point to Point made it very clear what was achievable and what wasn't and presented us with various options along with supportive information outlining the different paths we could take.  There was no pressure to choose one specific vendor or technology, they just gave us the pros and cons for each."

NATS has continued working with Point to Point to offer full proactive managed support for their desktop environment.  "We decided to use Point to Point for the desktop virtualisation pilot and the full implementation, as well as on-going support," concludes Walker.  "I use a lot of suppliers, some good, some bad.  It always comes down to people and everyone I

have dealt with at Point to Point has been excellent. They pride themselves on quality and it is evident in their work."

NATS were keen to work with a support partner that had core Citrix, Microsoft and AppSense skills. This was a crucial requirement as DIAMOND represented a very different way of working. After much deliberation, they decided the most appropriate way forward was to engage with Point to Point. This ensured there was a smooth transition from the project team to the support department. Fundamentally, it was recognised by NATS that Point to Point had the crucial core and specialist skills required to support the DIAMOND infrastructure.

In addition, not all of the desktops had been rolled out when Point to Point started supporting this exciting new desktop environment. As a result of this, parts of the project were still being implemented at the same time. This resulted in further challenges as Point to Point were supporting one half of the already deployed solution and implementing the rest.

Another challenge Point to Point faced was the transition from NATS current support partners. For a period of three months Point to Point also assumed responsibility for first and second level support across all NATS sites. This process offered a real learning curve as Point to Point worked closely with two multinational Systems Integrators, one exiting and one coming on board. At the same time, Point to Point were resolutely committed to ensuring service and support remained efficient, accessible and of the highest quality.

The NATS "Future Workspace Vision" is a technology infrastructure designed to enrich the working experience of NATS employees, creating a more flexible, agile and productive workforce. Project DIAMOND is underpinned by Citrix technology and will ultimately save NATS around £9 million/$14.5million over four years.

Over the last 12 months, NATS has improved productivity through better performance and greater flexibility. As NATS expands internationally, the DIAMOND desktop will allow rapid deployment of a standard desktop configuration wherever and whenever required.

NATS is putting virtual computing technology at the heart of its business. This project truly embraces desktop virtualisation and the consumerisation of IT to create a working environment that will reduce costs, enhance employee productivity and deliver centralised IT services to staff.

## Why nominee should win

· Creating a truly alternative way of working

· The scale and ambition of the project in such a complicated industry

· Embracing the latest and greatest cloud and virtualisation technology

· Understanding the end user community and responding to their needs

· Driving innovation and positive change within the organisation