

CASE STUDY

TouchstoneCloud and Infor SunSystems benefits British Airways Pension Services Ltd.

British Airways Pension Services Ltd (BA Pensions) manages specialist teams dedicated to pensions and financial services delivering end-to-end pension services across member services, operational and secretariat services, and fiduciary management.

Providing pension benefits administration and finance operations for its two UK defined benefit schemes – the Airways Pension Scheme (APS) established in 1948 and the New Airways Pension Scheme (NAPS) established in 1984 – which have combined assets worth more than £25bn and caters for more than 110,000 members and beneficiaries.



CHALLENGES

A long-term Infor SunSystems user, BA Pensions wanted to start their digital transformation journey with a single hosting service to accommodate multiple software applications, including Infor SunSystems and Proactis P2P, as well as upgrade them both to the latest version.

BA Pensions preferred approach was to host each application with an organisation that had expertise in the specific business functions served by that application. They recognised that specialised hosting ensures that each application is configured securely, hosted reliably, and is well maintained.

BA PENSIONS
Financial Services
TouchstoneCloud

At A Glance:

Challenges:

- > Wanted to start their digital transformation journey
- > Needed to upgrade Infor SunSystems and Proactis P2P including the integration, and host them in the cloud
- > Looking for a business application expert
- > Needed a full managed service including patch management

Benefits:

- > Business-critical finance systems are now in a secure, resilient, and stable hosted environment
- > Improved system security
- > Reduced IT costs
- > Increased business agility

Furthermore, BA Pensions were looking for a partner who offered a managed service with the ability to take full responsibility of the management and maintenance of the infrastructure including the applications hosted within the cloud environment.

THE SOLUTION

BA Pensions chose Touchstone to upgrade Infor SunSystems and Proactis P2P, and host both applications in Touchstone's dedicated private cloud: TouchstoneCloud.

TouchstoneCloud is a leading cloud solution for Infor and Proactis applications with an application performance 25% faster* than Azure and Amazon Web Services (AWS).

"Touchstone's expertise in supporting SunSystems and Proactis made it an easy choice for them to be our hosting provider also. The cost of hosting the two applications in TouchstoneCloud was comparable to the alternative solutions we looked at however it was their knowledge of our applications that gave them the edge.."

- Jeff Gager, Head of IT, BA Pensions

Following a series of workshops, BA Pensions were satisfied that Touchstone's UK based datacentres (Tier 3+) enabled them to deliver a fully resilient (N+1) network and infrastructure meaning that TouchstoneCloud is highly available and accessible 24/7/365.

Additionally, TouchstoneCloud Managed Service uses industry best practices to manage and maintain applications from Infor, Proactis and Professional Advantage meaning responsibility for patch management for all operating systems and supported applications is performed by the TouchstoneCloud team.

“

TouchstoneCloud helps to ensure that our business-critical finance applications are configured securely, hosted reliably and well maintained.”

Jeff Gager, Head of IT,
BA Pensions

THE RESULTS

As a result, BA Pensions' business-critical finance applications, Infor SunSystems and Proactis, are in a safe, secure, resilient, and stable hosted environment where the hosting service is directly supported by Touchstone's business expertise.

The managed service in place for BA Pensions removes further worry surrounding management and maintenance of the infrastructure and more importantly the applications hosted within TouchstoneCloud. Touchstone has full responsibility of both infrastructure and application patch management, presenting a truly worry-free solution for BA Pensions whilst also maintaining first-class support.

"The quality of the service reporting from TouchstoneCloud has been great, and their responsiveness to issues and questions has been excellent."

Jeff Gager, Head of IT,
BA Pensions



BA Pensions now have a dedicated hosting partner who are proactive in their approach to customer support and deliver high quality service reporting. By way of example, the recent Log4j issue identified vulnerabilities within some applications, including SunSystems, Jeff Gager comments:

"When a security vulnerability in SunSystems was identified, Touchstone notified us and then quickly mitigated it by applying the necessary fixes as part of the managed service, they took care of it all".

TouchstoneCloud is a dedicated private cloud solution delivered through scalable, secure, and stable design

Built on state-of-the-art technology, enterprise-ready architecture which is tailored to meet your business' requirements. TouchstoneCloud is designed, built, and delivered by infrastructure and application experts.

With no fixed term contract and application performance which is 25% faster* than Azure and Amazon Web Services (AWS); TouchstoneCloud is a leading cloud solution for Infor, Proactis and Professional Advantage (PA) products.

Committed to delivering excellence through leading industry standards TouchstoneCloud is Cyber Essential Plus certified and is powered by BlackBox Hosting which is ISO 27001, ISO22301 and ISO9001 accredited; CSA STAR L2 and Cyber Essentials Plus certified; and has data centres in the UK that are SOC2 compliant. Layered on top of that are Touchstone's managed services designed explicitly for SunSystems and add-on applications.

You can have complete confidence in TouchstoneCloud maintaining your critical applications whilst adhering to industry best practices.

*2022 Benchmarking exercise, on comparative hardware

If you have any questions, or would like to discuss your business requirements in person, please to get in touch:
info@touchstonefms.co.uk

www.touchstonecloud.co.uk
info@touchstonefms.co.uk
+44 (0)20 7121 4701

46 Worship Street
London
EC2A 2EA