

CIE speeds ahead thanks to 'power-full' data-centre solution.

Challenge

To maintain a safe transport system and to ensure customer comfort and satisfaction, CIE needed additional technology to support its evolving data and information technology requirements, while also seeking to reduce energy consumption.

Solution

Hanley Energy designed and installed a turnkey data-centre and an uninterruptible power supply (UPS) system.

Results

According to CIE Data-Centre Supervisor Matt Brady, the technology solution implemented by Hanley Energy "more than meets CIE's needs". The new data-centre and UPS system also contribute to CIE's '33% energy savings by 2020' target.

Córas Iompair Éireann (CIE), founded in 1945, has a strong tradition of technological advancement and infrastructural improvements. The CIE Group is organised into subsidiary operating companies, including Iarnród Éireann, Bus Éireann, Dublin Bus, and DART (Dublin Area Rapid Transit). These subsidiaries provide a public transport system that covers rail passenger and freight, and city and inter-city bus services for the Republic of Ireland.

A good transport system is essential for the economy. The Irish Government's Smarter Travel policy document (2009)¹ identifies the need to provide a safe, comfortable, efficient and reliable transport system – a smart system that encourages people to use it. CIE is investing in infrastructure at all levels to improve the overall travel experience for its customers.

In the past number of years, CIE and its subsidiary groups have invested in customer-orientated technology solutions to encourage use of public transport. Examples include:

- **Irish Rail:** investment in customer self-service such as online ticket sales, deployment of automatic ticket vending machines and the introduction of the Rail Smartcard
- **Dublin Bus:** provision of Real Time Passenger Information (RTPI) for customers through a variety of mediums (e.g. mobile phones and on-street displays)
- **Dublin Bus:** provision of a route-planner incorporating the global positioning system (GPS) locations of all Bus Átha Cliath bus stops and routes serving each stop
- **Bus Éireann:** provision of a nationwide real-time passenger information system.
- **Operations:** rail network expansion
- **Integrated ticketing:** introduction of an integrated ticketing card, called the LEAP card

Hanley Energy selected to provide two crucial requirements

Designing a technology solution to support the evolving technology needs of a national transport system that is becoming more dependent on Information and Communication Technology (ICT) is a complex task. The first priority is to maintain a safe system; the second is to ensure customer comfort and satisfaction.

In 2010, CIE decided to acquire additional technology to support its complex operations and also to ensure uninterrupted delivery of service to its customers. It therefore sought (a) a turnkey data-centre and (b) a system to ensure uninterrupted electrical power supply. Following a public procurement process, Hanley Energy was selected to provide this service.

"At Hanley Energy we were delighted to have the opportunity to work with CIE and to design, install and commission a turnkey data-centre that supports CIE customers' online transactions. To complement this we designed and installed a bespoke UPS system to ensure critical electrical loads have 100% uptime."

Clive Gilmore,
CEO,
Hanley Energy

Double solution contributes to 33% energy savings target

The turnkey data-centre and UPS system have fully met CIE's needs, while also providing a further benefit. As a public sector body, CIE and its subsidiaries must achieve 33% energy savings by 2020. All of the subsidiaries are actively working to reduce energy consumption and achieve this target. The installation of the new data-centre and UPS system contribute to the 33% target. The data-centre design optimises the rack space available in the centre, leading to significant energy.

"The CIE group of companies are moving to a customer-orientated system that is dependent on smart information and communications technology (ICT). In 2010 we decided we needed additional technology to support our complex operations and ensure excellent, uninterrupted delivery of service to our customers."

As CIE's Data Centre Supervisor, I was looking for two things – a turnkey data-centre and a system to ensure uninterrupted electrical power supply. Following a public procurement process, Hanley Energy was selected to provide this service. We put our trust in Hanley Energy and they successfully delivered the contract. They designed a technology solution that more than meets CIE's needs."

Even after commissioning, they have been more than helpful in responding to my queries."

Matt Brady, CIE Data Centre Supervisor



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