CASE STUDY __
WEST YORKSHIRE PASSENGER TRANSPORT EXECUTIVE PREPARES FOR NEW STRATEGIC ICT PLANS

West Yorkshire Passenger Transport Executive is the executive arm of the West Yorkshire Integrated Transport Authority

Organisation
West Yorkshire Passenger Transport Executive

Industry Sector
Public Transport

Why Trustmarque
West Yorkshire Passenger Transport Executive has had a long-running relationship with Trustmarque, not just on Microsoft Licensing, but in software procurement as well. The strength of the relationship and Trustmarque’s intimate knowledge of the company, and its ICT estate, made it the logical choice of partner.

Business Driver
West Yorkshire Passenger Transport Executive was approaching a break clause in a long-term and potentially costly Microsoft Enterprise Licensing agreement, but with a new ICT strategy due to be planned in the near future, the organisation needed to know what its best option was.

Business Outcome
With a headcount of almost 400, all of whom would be affected by West Yorkshire Passenger Transport Executive’s new strategic direction for ICT, it was vital for the business to start its ICT planning from a clean slate and with no interruption to services. West Yorkshire Passenger Transport Executive is now in a position to make strategic decisions without hindrance from legacy agreements.
West Yorkshire Passenger Transport Executive is the executive arm of the West Yorkshire Integrated Transport Authority (ITA) and has been operating since 1974, when the Metropolitan Borough of Leeds was formed. West Yorkshire Passenger Transport Executive operates the Metro public transport services in West Yorkshire, covering Leeds, Wakefield, Bradford and Halifax.

### Getting a clean slate

In approaching the project, West Yorkshire Passenger Transport Executive's objective was not simply to make savings, but to be able to make a decision as to whether to continue with the Microsoft Enterprise agreement in its present state. Bearing in mind the organisation was due to review and revise its ICT strategy well before the remainder of the licence was due to expire, the organisation felt that its interests would be best served by obtaining an expert opinion from an experienced set of consultants: Trustmarque.

The original Enterprise Purchase Licence Agreement was several years old, coming from a previous piece of work with Trustmarque to upgrade to Microsoft Office 2010 and to migrate from Groupwise to Exchange servers. The three year initial term of the agreement was coming to a close and West Yorkshire Passenger Transport Executive wanted to be sure it was getting exactly what it needed from its licensing arrangements.

The organisation wanted to understand what options were available around Microsoft Licensing and needed to get an idea of what the cost might be to extend the agreement. They also wanted an expert’s perspective on the direction Microsoft was taking for future compliance.

Trustmarque demonstrated that West Yorkshire Passenger Transport Executive would get most value for money by cancelling the agreement and taking stock of what would be required by the new ICT strategy in 2014. At that point the company could opt to enter a new agreement with Microsoft. The current agreement ended on 31st March 2013 and, as the company had perpetual licences for its existing software, there was no lack of provision for its employees. In addition, the organisation now has the scope to take the ICT strategy in almost any direction it wishes.

One project that had been under consideration for implementation in the near future was desktop virtualisation. Trustmarque advised West Yorkshire Passenger Transport Executive that, if it was something that the company was going to do, then it would make more sense to stay on the enterprise agreement to support this while the ICT strategy was being formulated.

Before investing in desktop virtualisation, West Yorkshire Passenger Transport Executive needed to be sure that there was a genuine business case for its implementation. Trustmarque’s consultancy and consideration of the considerable internal resources required for implementation showed that there was not a powerful enough business driver for adopting desktop virtualisation at the present time. By deferring the project to a later date, West Yorkshire Passenger Transport Executive has made considerable savings and left itself scope to develop the ICT strategy that works best for it moving forward.

Keith Farrar, Technical Support Manager at West Yorkshire Passenger Transport Executive commented: “The report that Trustmarque was produced and the work to get to that point was incredibly thorough, very detailed and allowed us to make the correct business decision for our Metro public transport services. It would have been incredibly difficult for us to make that decision without the information and expert insight that Trustmarque provided and we are now well-placed for strategic future technology developments to allow us to perform to our full potential.”