

colt

## Case Study

A long-term partnership powers business growth and innovation with robust network and security solutions



### The customer:

#### **An innovative global petrochemicals manufacturer with a rapidly expanding portfolio**

INEOS is a leading global petrochemicals manufacturer made up of 36 individual businesses which touch every aspect of modern-day life. It operates 194 facilities in 29 countries throughout the world, and employs 26,000 people.

Its products provide essential raw materials for a wide range of societal needs, such as preservation of food and clean water, construction of renewable technologies and more fuel-efficient vehicles and aircraft, medical devices and applications, clothing and apparel, and insulation and many other industrial and home applications.

In recent years, INEOS has also focused on being the best beyond the world of petrochemicals, manufacturing and healthcare too, with the launch of INEOS Automotive and INEOS Hygienics, the acquisition of iconic British brand Belstaff, and a widening sports portfolio.

### The challenge:

#### **Find a partner to support a growing, federated business model**

Like many businesses today, the global environment that INEOS operates in is characterised by volatility and uncertainty. To thrive in this difficult marketplace, INEOS has focused on adapting, evolving and growing its offering.

Part of this strategy has involved widespread acquisition and investment to drive diversity and growth, so new organisations are regularly added to its federated structure of largely autonomous businesses.

It had already developed a robust process to onboard acquired organisations and new sites onto its central group network, and was searching for a partner to manage this global network responsively and with high performance.

“We needed to make it easy for new businesses joining INEOS to feel comfortable that they have the appropriate security and resources to share the group network even though they operate independently,” said Barry Pedley, Chief Information Officer at INEOS. “We were looking for a long-term partner with the combination of network performance and dependable security to provide that reassurance, so that we could focus our resources on other activities that bring value to the business.

“If we have a problem with connectivity, there’s a cascading business impact almost immediately, so performance and availability are a high priority. Changing network providers is demanding and potentially disruptive, so we wanted to find a partner that we could build a strong and long-term relationship with. One that could stand the test of time by consistently providing us with what we needed, and working with us to continually improve, grow and evolve.”

“We’re looking forward to continuing our partnership in the future, working with Colt on examining which new technologies could be useful to us, and how we can deploy and manage them for the long term so they offer real and tangible benefits to our organisation.”

Barry Pedley,  
Chief Information  
Officer, INEOS

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## The solution:

### A global network and security solution with deep engagement

INEOS ran a thorough RFI/RFP process, involving members of a wide range of different teams and businesses so that the needs and challenges of all areas were represented. This group chose to work with Colt thanks to its global reach, competitive offering and willingness to get under the skin of INEOS’ business.

“Our federated model does bring challenges for providers,” said Barry. “We’re complex and we need our partners to really get to know us.

“Each business has its own budget, so creating a network proposition that was relevant and attractive to all areas of the organisation, and allowed direct cost allocation, was tricky.

“The fact that the Colt team were willing to engage with that and develop a standardised model in conjunction with representatives from across our organisation – so that different parts of the business could choose from a ‘menu’ of network options depending on their needs – was extremely helpful.”

This sizeable project, which was completed in 2021, involved rolling out managed network and security services to 128 sites globally. Some of these sites involved highly complex builds and most required dual circuits.

This global solution is supported by an ecosystem of Colt employees working closely with the customer, with involvement from Colt’s customer success, customer service, professional services, operations, security assurance, and product development teams.

## The benefits:

### A strong partnership and a commitment to the future

With a single supplier for its global network solutions, INEOS benefits from consistent high standards of availability, performance and security across its locations. The partnership has improved the company’s ability to respond quickly to opportunities and problems, and it’s now easier to add new products and services while making the most of economies of scale.

### An open and committed engagement

“The openness of both the account team and senior management in understanding our business and engaging with us has been a major benefit,” said Barry. “Often, you’ll only have access to senior management when there’s a problem that needs escalation, but that hasn’t been the case here.

“We have a very open engagement with Colt, and this is part of the long-term relationship we envisaged when we began the partnership. We’ve got to know each other very well, and this is important to us because as technology and our network evolve, we need that relationship in place to take this journey together.

“Our strong relationship also helps us with troubleshooting, because it allows us to examine how we can work together to avoid problems. I try to treat IT like we approach health and safety. We believe every accident is avoidable – and in IT, I believe every incident is avoidable. If we can plan, prepare, implement and monitor together, we can continue to improve together.”

### Tackling challenging locations

“Another benefit was Colt’s willingness to address the difficulties we were facing with some of our more remote sites, such as chemical plants,” said Barry. “The team looked at where our locations were and the problems we’d had in the past, and committed to building out the network to some of those larger sites.

“Putting direct fibre into these locations is a significant undertaking and again, that’s the partnership approach working – Colt was willing to invest in our longer-term relationship.

“We’re looking forward to continuing our partnership in the future, working with Colt on examining which new technologies could be useful to us, and how we can deploy and manage them for the long term so they offer real and tangible benefits to our organisation.”