

Client: **Serco Integrated Transport**

Location: **Liverpool.**

Project: **Set up of bid office.**

Keeping railway bid on track.

Serco Integrated Transport is part of the Serco Group. It was bidding to deliver operational support for the Liverpool Metro, with joint venture partner NedRailways.

The company needed to set up a fully functional bid office for a bid ultimately lasting 12 months. The nature of the job meant that the sooner Serco could be up and running the better placed they would be to win the bid.

Orchard had two days notice to supply and install the ICT for the bid office of eight people. We provided a server, printers, infrastructure and internet connection. On completion of the office we were retained to provide support for the duration of the bid.

Over the 12-month period the size of the office increased to 35 people. Our 24 / 7 support ensured the bid remained on track, providing instant remote troubleshooting and on-site help when necessary.

Client: **BAE Systems**
Location: **Bath.**
Project: **Set up of bid office.**

Removals and office fitting into the bargain.

BAE Systems is a global company that develops, delivers and supports advanced defence and aerospace systems. They were bidding to the MOD for a programme to streamline logistics for the UK armed forces, in partnership with TNT Logistics UK.

BAE needed to set up a joint bid office in Bath for 75 users and asked Orchard to do the entire job. We not only supplied and installed the technology, including server, printer, telephone systems, ISDN link, fax machines, ADSL, switches and remote access capabilities, but we also provided a complete removals service. As part of the project, they also asked us for furniture, fire extinguishers, decorating, white goods and even carpet cleaning services.

Our 'can do' attitude allowed us to complete the job on time (within a week) and on budget. We even left flowers on each desk to welcome each member of the team.

During the bid we provided 24/7 remote access support and all consumables, such as toners, to make sure their project could continue without disturbance.

Client: **Serco Group**
Location: **Basingstoke.**
Project: **Set up of bid office.**

Making it plain sailing for Serco

Serco is one of the world's leading service companies and works across many areas of public life, from justice to healthcare, education to defence. They were asked to bid in a joint contract with Boeing and Mitsubishi Bank for supplying the MOD with 27 planes to be used as troop carriers and for mid-air refuelling.

Orchard was asked to provide the ICT requirements for a 60-person bid office in Basingstoke, for what was to become an 18-month contract. We supplied and installed servers, printers and internet connection over a two day period. This was complicated by the fact that people were already working in the bid office while we carried out the installation.

After the first part of the job was completed on time, we were also asked to provide onsite support for the bid office for the next 18 months.

Client: **NedRailways.**
Location: **High Holborn, London.**
Project: **Set up of bid office.**

IT and support with the personal touch

NedRailways is a wholly owned subsidiary of NS, which is the main train operator in the Netherlands. They were asked to pitch for running the South Central Rail Link and immediately began to set up a bid office.

The office was in High Holborn, London and Orchard was chosen to provide the ICT requirements for the bid, which was to be a 6-month project.

With a week's notice, we supplied and installed printers, switches and an internet connection for the office of 50 people. We were also asked to provide 24 / 7 back up but, as NedRailways do not allow remote access into the network, the support had to be provided onsite. With our fast response team this was not a problem.

Client: **Serco Integrated Transport.**

Location: **Leeds**

Project: **Set up of bid office.**

By your side even when we're far away.

Serco Integrated Transport is part of the Serco Group, one of the World's leading service companies. When they were asked to bid for the Northern Rail Link they decided to base it in Leeds and needed a bid office to be established.

The office needed to be up and running in as short a time as possible and, knowing Orchard's reputation, they asked us to help them. Despite being 212 miles away, we began work at 7.30 am and finished by 6pm that day. In that time, we sourced, installed and configured a server, ten workstations, infrastructure, internet connection, two printers, mini hubs and patch cables.

Not content with the IT requirements, we also provided projectors, video conferencing facilities and all the furniture for a 30-strong office. This eventually rose to a maximum of 85 people for whom we provided ongoing support for the 10-month duration.