


# Technology Enables UK Infrastructure Today and for Future Generations

NG Bailey updates IT infrastructure and gains more agility, cost control, and simplified IT management.

Customer profile



**NG Bailey**

Engineering & Services | United Kingdom



“I’m looking forward to working with Dell Technologies and its innovative technology that helps NG Bailey keep progressing ahead.”

**Stephen Firth**

Infrastructure Manager for NG Bailey

## Business needs

NG Bailey, the UK’s leading independent engineering and services business, updated its IT infrastructure to future-proof its business with more agility, cost control, and simplified IT management. Powered by APEX Flex on Demand from Dell Technologies\*\* and delivered by Constor Solutions, NG Bailey’s infrastructure refresh significantly bolstered business outcomes.

## Business results

- Shrank IT restore time from 8 hours to 30 minutes for critical business systems
- Decreased infrastructure-related support calls by 75%
- Reduced data center footprint by 50%
- Boosted IT stability
- Achieved proactive vs. reactive IT infrastructure
- Bolstered agility to flex with business growth
- Simplified infrastructure management

## Solutions at a glance

- [Dell APEX Flex on Demand](#)
- [VxRail](#)

As the UK's leading independent engineering and services business, NG Bailey has grown from a small electrical contractor to an award-winning, industry-leading company. NG Bailey was founded in 1921 and works throughout the building and infrastructure industry, using state-of-the-art tools and technologies, supported via a partnership with Dell Technologies and Constor Solutions.

NG Bailey's vision is to create exceptional environments for present and future generations. It supports local communities throughout the UK by providing engineering and services that "bring building and infrastructure to life". When aging IT infrastructure hindered business growth, NG Bailey looked for a true partnership – not a transaction – to upgrade its IT infrastructure. They opted for a collaboration with Dell Technologies and its partner, Constor Solutions.

Dell Technologies APEX Flex on Demand for VxRail helped NG Bailey achieve IT agility and future-proof its business. The solution's consumption-based payment model delivered much greater cost control and helped enable simplicity by decreasing NG Bailey's IT restore time for critical business systems from 8 hours to 30 minutes. In addition, APEX Flex on Demand helped decrease infrastructure-related support calls by 75% and reduce NG Bailey's data center footprint by 50%, aiding in lower power consumption to support net-zero sustainability strategies.

## Future-proofing for growth

Faced with an aging IT infrastructure, NG Bailey needed a less disruptive solution to improve team productivity while providing a path for future growth. NG Bailey manages major infrastructure and building projects that can significantly sway IT infrastructure needs. In addition, the company was experiencing IT capacity issues with new business acquisitions and growth plans and needed to minimize refresh speeds and business downtime.

Adopting Dell Technologies APEX Flex on Demand for VxRail enabled newfound agility and IT stability, creating a proactive environment to manage growth, seamlessly onboard new projects and handle dynamic IT requirements. APEX Flex on Demand's cloud-like model is deployed within an on-premise solution, providing NG Bailey on-premise speed but with much more flexibility. APEX Flex on Demand's built-in buffer capacity allows rapid pivots to manage variable IT needs.



“We control our costs much more now, we pay for what we use, know how much we’re paying and there are no hidden charges.”

**Stephen Firth**

Infrastructure Manager for NG Bailey



great because it's simple, easy to use and it works. The solution is all in one stack so we don't have to manage three elements of hardware. It does its job and requires very little management from us, making upgrades simple and seamless. The solution does exactly what we need it to do," states Neil Florence, Head of Systems and Infrastructure for NG Bailey.

This increased agility is enabling NG Bailey to roll out new virtual machines through the APEX Flex on Demand solution very quickly. In turn, this speeds up the time it takes to get into production and improves NG Bailey's customer experiences.

"Dell Technologies and its partner, Constor Solutions, became part of our team and we've built up a lot of trust. That partnership is foundational to our success. Our Dell technology has revolutionized the way my team works. It stopped us from being reactionary. We can now supply the business with what it needs from an IT infrastructure and support perspective and do so very quickly," says Firth.

## Massive reductions in footprint, restore time and IT support

The simplicity of the APEX Flex on Demand for VxRail solution created a sea-change of business improvements for NG Bailey. By reducing its data center footprint by 50%, APEX Flex on Demand helped NG Bailey lower power consumption and advance the pursuit of net-zero sustainability approaches. Through the reduction of restore time of key business systems by almost 94% -- from 8 hours to 30 minutes -- NG Bailey improved customer responsiveness. A simpler IT management approach allowed NG Bailey to decrease infrastructure-related support calls by 75%, freeing up resources to focus on other business priorities.

Outcomes of this magnitude are reshaping NG Bailey's business and recreating what is possible with customers and future generations. "The APEX Flex on Demand for VxRail solution is



"Dell listened to our business needs and our IT challenges and came up with a full, fit-for-use proposal, allowing us to transform our IT infrastructure."

**Neil Florence**

Head of Systems and Infrastructure  
for NG Bailey

## Greater cost control

APEX Flex on Demand's innovative payment model delivered much greater cost control. NG Bailey implemented the APEX Flex on Demand for VxRail solution during the pandemic when capital investments were on hold. The solution's OpEx payment model provided NG Bailey with the IT capabilities needed without the upfront capital expenditures. Going forward, APEX Flex on Demand's consumption-based approach, buffer capacity and 85% billing cap – unmatched in the industry -- allows NG Bailey to manage and control operational costs.

"For NG Bailey, it's been transformational to know our IT costs and only pay for what we use. As a result, we can certainly control our costs more now. We know how much we're paying and there are no hidden charges," comments Firth.

## Why DELL

To replace its aging IT infrastructure, NG Bailey sought a true partnership and selected Dell Technologies and Constor Solutions for its IT upgrade. "The partnership we have with Dell Technologies has allowed us to transform our IT infrastructure. Dell Technologies listened to our business needs and our IT challenges, then came up with a full, fit-for-use proposal," says Florence.

"I'm looking forward to the future, working with Dell Technologies and its innovative technology and solutions and how that can further help NG Bailey moving forward," shares Firth.



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