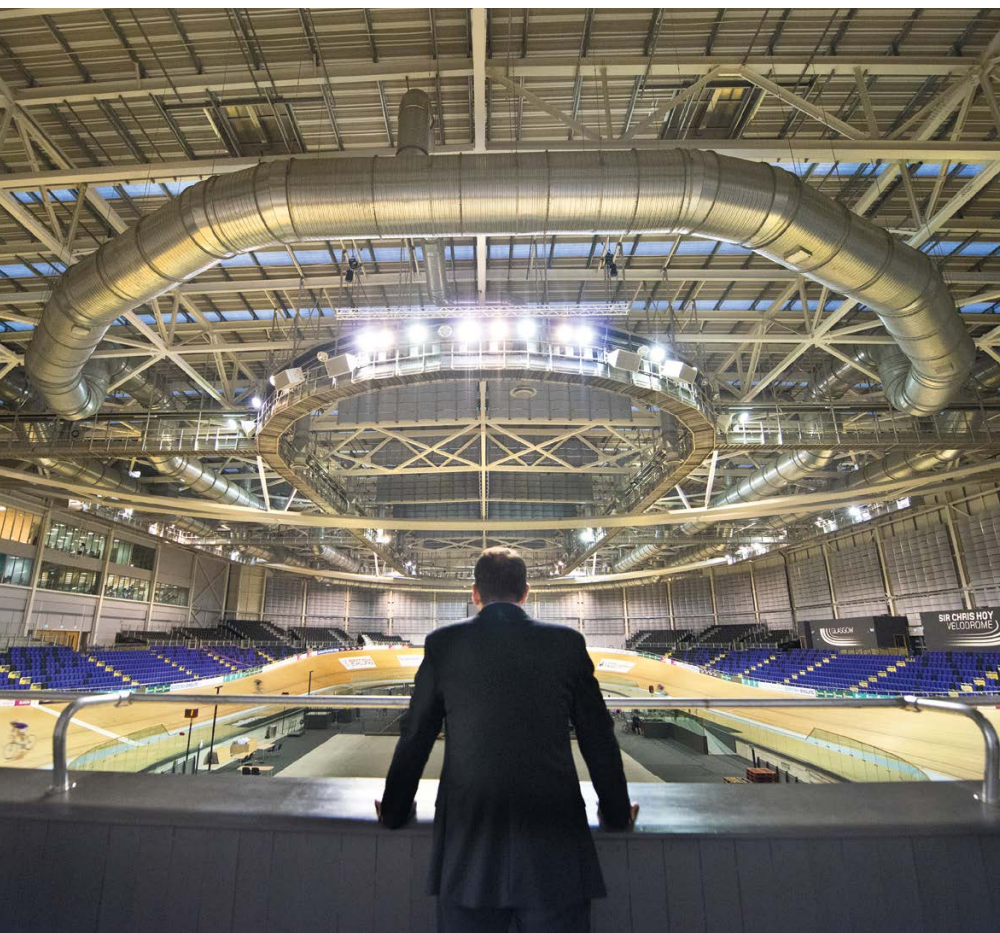




# Games gets end-to-end solution that will deliver

Glasgow 2014 Commonwealth Games benefits from highly stable IT infrastructure backed by responsive support as event draws near



## Customer profile



Official Supplier

**Company** Glasgow 2014  
Commonwealth Games

**Industry** Sports and Leisure

**Country** Scotland

**Employees** 1,400 staff; 15,000  
volunteers

**Website** [www.glasgow2014.com](http://www.glasgow2014.com)

## Business need

The Glasgow 2014 Commonwealth Games needed IT partners to help deliver its event with a global audience of more than 2 billion people.

## Solution

Organisers chose Dell to deliver an end-to-end solution, including Intel®-powered Dell laptops, desktops, workstations, servers and storage. It had funding from Dell Financial Services and also opted for Dell ProSupport backed by Dell Security Services.

## Benefits

- Games organisers meet goals within budget with end-to-end solution
- Athletes, organisers and volunteers benefit from stable infrastructure
- Organisers achieve rapid support requirements with local assistance
- Planners de-risk event with IT partner practised in global sporting occasions
- Organisers can maximise uptime through simplified IT management

## Solutions featured

- [Data Center Virtualization](#)
- [Desktop Computing](#)
- [Mobile Computing](#)
- [Backup & Recovery](#)
- [System Management](#)
- [Managed Services](#)
- [Support Services](#)
- [Financial Services](#)
- [Security Services](#)

“Like the values of Glasgow 2014, Dell epitomises integrity, responsibility and empowerment.”

*David Grevemberg, Chief Executive, Glasgow 2014 Commonwealth Games*

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*Brian Nourse, Chief Information Officer, Glasgow 2014 Commonwealth Games*

The Glasgow 2014 Commonwealth Games will be one of the biggest multi-sport events of the year. Seventy nations and territories, representing one-third of the world’s population, will participate on a stage where 4,500 athletes will compete in 17 sports, watched by a global audience of 2 billion.

Around 15,000 volunteers and 1,400 staff will work on delivering the Games, with up to 1 million tickets available to the public.

The Games looked for a technology partner that could deliver a stable, end-to-end solution to support the requirements of those involved in the event. The challenges are immense. Everything has to be in place and running seamlessly when the Games start. The IT has to be reliable and highly responsive to deliver a world-class experience to a global audience. Organisers knew they needed an IT solution provider with a great track record in global events, as well as the ability to provide extensive local support.

#### **Organisers achieve goals within budget thanks to end-to-end solution**

The Glasgow 2014 Commonwealth Games chose Dell to provide the infrastructure to ensure the event is a success and leaves a valuable legacy for both Glasgow and Scotland. Organisers collaborated with Dell and its other IT partners to design the end-to-end solution and plan deployment. The Games worked closely with Dell Financial Services to design a set of contract terms, with some installation periods as short as six months. All installations had a synchronised removal date at the end of the event. Financing will enable organisers to stay within budget while installing the technology they need. Brian Nourse, Chief Information Officer for the

Glasgow 2014 Commonwealth Games, says: “Technology underpins everything at the Glasgow 2014 Commonwealth Games, and Dell plays an integral part, providing an end-to-end solution comprising all of the laptops, desktops, servers, storage and services we need.”

### **Technology at work**

#### **Services**

Dell Financial Services

Dell Managed Services  
– Help Desk

Dell Support Services  
– Dell ProSupport Warranty  
and Phone Support

#### **Hardware**

Dell PowerEdge R620 and R820 servers with Intel® Xeon® processors

Dell EqualLogic PS6100X storage arrays

Dell PowerVault MD3600i storage arrays

Dell Latitude E6230 laptops with Intel® Core™ processors

Dell OptiPlex 7010 and 3010 desktops with Intel Core processors

Dell Precision workstations with Intel Core processors

#### **Software**

Dell KACE VK1100S and VK2100S Virtual Systems Management Appliances



David Grevemberg, Chief Executive of the Glasgow 2014 Commonwealth Games, says: "For more than 26 years, Dell has empowered countries, customers and communities around the world to use technology to realise their dreams. Like the values of Glasgow 2014, Dell epitomises integrity, responsibility and empowerment.

"Dell's global mind-set and local support makes it a great fit for Glasgow 2014. We're delighted to have a company of its expertise, based in Glasgow's east end, performing such an important role for us through the supply of our IT solutions."

### **Games are assured of a stable infrastructure**

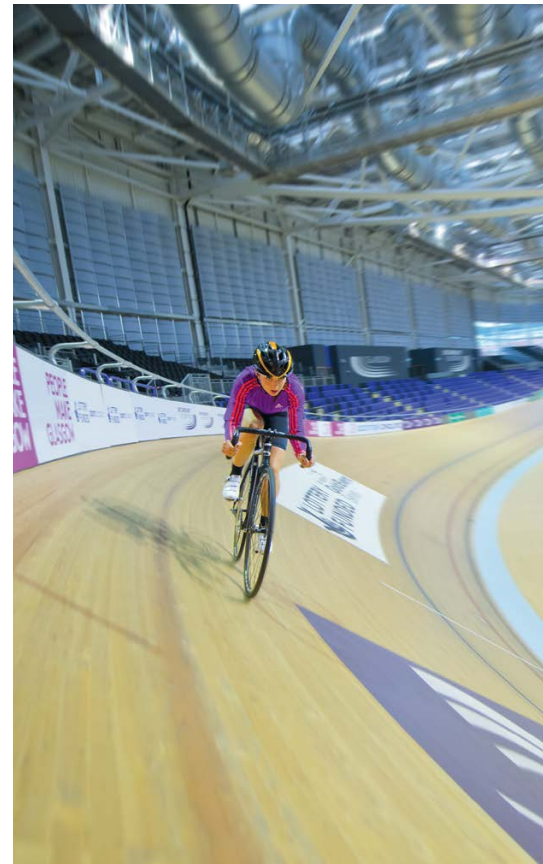
Everyone involved in the Games will benefit from a reliable technology platform. They will have access to Dell Latitude laptops and Dell OptiPlex desktops with Intel® Core™ processors across all sites, including the Games venues, media centre, athletes' village, volunteer centre and international broadcast centre. Logistics and event management applications will run in two data centres featuring Dell PowerEdge servers with Intel® Xeon® processors running as virtual servers, and Dell EqualLogic and PowerVault storage. Dell KACE Virtual Systems Management Appliances will simplify the configuration and management of the Dell systems and help maximise uptime. Throughout the Games, participants will also get instant support from a Dell-supported help desk at a Technology Operations Centre to answer enquiries and escalate requests.

### **Planners de-risk event with IT partner practised in global sporting occasions**

Event organisers are keeping to schedule as they approach the start of the Games on 23 July, 2014. The final eight weeks of preparation will be the most intensive because this is when the vast majority of Dell technology is due to be deployed at the venues, including the athletes' village. Nourse is highly confident of remaining on track. He says: "The last eight weeks is when the pressure really intensifies. The Melbourne 2006 Commonwealth Games reinforced the critical role that a technology partner like Dell plays in delivering these global events."

### **Organisers achieve rapid support requirements with local assistance**

Organisers are also staying focused on delivering a great Games, safe in the knowledge that the Dell infrastructure will remain stable. The Games are working with Dell ProSupport to ensure that enquiries are handled fast and any additional replacement parts are deployed rapidly. Nourse says: "We know that our Dell-provided IT solutions will be fit for purpose throughout the Games due to the help we get from Dell ProSupport."



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