



Provident Financial

Reassessing IT Infrastructure



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The Customer

Established in 1880, Provident Financial Ltd is one of the UK's leading suppliers of personal credit products to the non-standard lending market. The company serves over 2.7 million customers through a network of over 400 branches, administration offices, call centres & websites.

Provident used the move of its Bradford head office as an opportunity to reassess its IT infrastructure and decided to relocate its data centre, which was previously onsite.

The Challenge

The company were looking for a provider that would help facilitate the move by providing a resilient data centre, secure enough to host all their vital data. It was also important that the data centre was within a close proximity to enable technicians to gain easy access.

Provident had a large server estate containing lots of dated equipment with a number of large enterprise class storage arrays & the data on there was crucial to the business. Provident had just one weekend to make the transition.

The Solution

Node4 were selected as the data centre provider due to the ideal location of their Leeds data centre.

Provident were supplied with data centre space with an infrastructure spanning two sites, also providing a wide area network, connecting the two data centres resiliently whilst incorporating Provident's head office. 'Remote hands' were included, meaning Node4's technical team are able to carry out minor tasks, so frequent trips to the data centre aren't necessary.

Andrew Clark, IT Transition manager at Provident said “*Node4 are an extremely capable, flexible & agile company who are at all times happy to meet our needs. We put some non-standard requests to them & they go out of their way to help us in any way, shape or form. The relationship we have with Node4 is one of the best ones we have with a third party. The service that we get, the sort of value-add & the confidence that we get from the Node4 team is exceptional*”

The result is a ground-breaking solution that enables users to enter all their financial and personal information to receive an accurate calculation of what they can expect to receive when they retire. It goes a step further too, by suggesting ways to make up shortfalls, or help budget for unexpected extras.

RetirePort has significantly strengthened Portus' service portfolio and is playing a key role in its new business efforts, for example, by providing the ideal way to engage with prospects and existing customers around new pension rules that came into effect in 2015.

Node4 continues to play a key role in supporting Portus and RetirePort, hosting the tool at its highly secure Data Centre in Derby. This ensures data protection for Portus, with the ability to rapidly scale the architecture as demand increases.

The Feedback

We needed more than an IT supplier and from our first meeting it was immediately clear that Node4 was the ideal partner for Portus.

When dealing with a complex project it was critical that we worked with a partner who could smooth any bumps in the road. Node4's project management was seamless, delivering the finished application within time and budget.

Node4 provided an agile and talented team that understood and shared our ambition and offered both the technical expertise and vision to make our new application a reality.

Node4's development team provided the ideal blend of market insights and technical acumen. This project is an example of a true partnership, where an IT provider and business work in collaboration to create something that is truly ground-breaking.

**Steve Watson, Commercial Director,
Portus Consulting Ltd**

Key Outcomes:

- **Dedicated project team**
- **Resulted in a 'ground-breaking' solution**
- **Continuous support from Node4**