

CASE STUDY

TRAPEZE UK LTD



24/7/365/forever

TRAPEZE – ALWAYS ON TIME WITH MDS

Online journey planning specialist Trapeze opts for MDS Technologies to deploy SaaS

Trapeze supplies online journey planning systems to over half of the UK's traveline regions, enabling travellers to plan door-to-door journeys using public transport. Their contracts are to provide a 24/7 service so they demand utmost reliability and the most efficient service. It was natural, therefore, to turn to specialist data centres operator MDS Technologies to host its servers.

Running several co-located racks at their Corsham facility, MDS Technologies host the servers that process millions of queries each year, delivering essential passenger transport data that enable people to plan entire journeys online.

The safety and accessibility of that information is vital to the smooth running of the system, explains the company's ICT Manager, James Blannin. "On a weekly basis we receive information covering tens of thousands of bus, coach and train services which is processed into regional datasets. These datasets are then uploaded to the servers hosted at MDS. The reputation of Trapeze and our Traveline clients is heavily dependent upon the reliability and resilience of the MDS solution."

Blannin says Trapeze has been impressed by the flexibility of the service offered by MDS, which enables them to run the system from its own offices while being able to call on the technical expertise of the MDS team at any time. "MDS are very flexible and the solution they provide us with is completely tailored to suit our needs. I can't say enough good things about them and how helpful the whole team has been, from the Managing Director, Phil Dawson, down to the junior IT staff. On a technical level it seems there's nothing that they can't do - I certainly haven't found anything!"