

CASE STUDY

TALYLLYN RAILWAY PRESERVATION SOCIETY

The Talyllyn Railway is a historic narrow-gauge steam railway, set in the beautiful Mid-Wales countryside. It was the first preserved steam railway in the world. It is visited each year by many thousands of people wishing to take a ride on a coal fired steam train to enjoy the scenery and visit the Narrow Gauge Railway Museum. Visit the website www.Talyllyn.co.uk for more details.



The Railway is a business with 17 full time employees who are based in Gwynedd, but it also relies heavily on volunteers for services such as Accountancy, IT Support and Marketing. The volunteers who provide these services live throughout the UK, but visit the railway regularly.

"Within a few days of starting the trial we had a fully functioning system that everybody found easy to use and much faster than our old system.

I think the phrase "We haven't looked back since" is a fitting one to use here!"

Amanda Randall
IT Co-ordinator

Prior to moving to the Cloud, the Railway was running its own internal IT network together with various stand alone applications and equipment. The equipment was old, prone to failure and did not have the ability to support our future business needs. **The railway needed to improve its IT arrangements and consolidate them into one place.**

"We spent a considerable amount of time planning our forward strategy. This included costing a new server and on site I.T. Support. It became very clear very quickly that we could not afford the luxury of either.

However, we still needed to meet our business objectives, which demand availability seven days per week to facilitate the operational needs of the railway and the suit the times at which volunteers can devote their own spare time to activities supporting the railway."

"A more affordable option was to move everything to the cloud. We approached several different suppliers and after speaking to WorkPlaceLive decided to take up the offer of a free trial. This was in December 2009. **Within a few days of starting the trial we had a fully functioning system that everybody found easy to use and much faster than our old system. I think the phrase "We haven't looked back since" is a fitting one to use here!**

In the time we have been with WorkPlaceLive there have been very few problems that have needed a call to the Help Desk, and those calls we did need to make were all resolved very quickly. **The Help Desk staff are always very friendly and eager to help.**

Our equipment on site in Wales consists of several workstations, printers and an internet connection. It could not be any simpler for us, the technical support for our remote desktop is all provided by WorkPlaceLive. **We now also have the added advantage that the system is available to key volunteers away from the railway.**

As the I.T. Coordinator for the railway it has given me peace of mind - no more worries about daily backups and definitely no more 300 mile trips from Kent to Gwynedd to sort out server problems. **I do not hesitate to recommend WorkPlaceLive to others with similar requirements to the Talyllyn Railway"**

