

The Health Lottery chooses Ardentia for Lottery Gaming IT infrastructure and design

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Providing the IT behind the successful launch of The Health Lottery, Ardentia becomes the Lottery's IT advisor responsible for its complete IT infrastructure, support services and future best practice guidance

Sunbury-on-Thames, UK - 12 December 2011 - Ardentia, specialist provider of IT infrastructure including Managed IT Services, Hosting & Cloud Solutions and Professional Services, has announced The Health Lottery's decision to choose Ardentia as its primary technical IT advisor. Ardentia provides a full IT Managed Service for The Health Lottery's entire IT infrastructure, in addition to first line support for IT infrastructure issues and best practice guidance on future IT developments.

Gearing up for its high profile multi-million launch, The Health Lottery undertook a detailed assessment of its IT with the objective of enabling the swift and efficient sale of tickets via its website – or at over 40,000 retailers, who connect to the lottery's central servers via payment providers. The Health Lottery decided it required outsourced IT infrastructure expertise and 'had no desire to take on the tasks of an IT company'. Ardentia became the chosen provider for its Lottery Gaming IT infrastructure and design, having been recommended and well-known in the Gaming industry.

David Wall, IT & Operations Director of The Health Lottery, said: "We see Ardentia as a trusted advisor in designing, delivering and running our Lottery Gaming IT infrastructure. The way forward is to outsource IT and obtain the best expertise rather than build in-house. This means we can be flexible and agile as an organisation, with the ability to deliver change quickly whenever we need to."

Ardentia's fully managed solution includes around-the-clock monitoring using its System Angel software. The range of services provided includes optimised IT Managed Services, hosting and infrastructure to deliver high reliability, availability and performance, on a 24x7 basis. It also covers Service Support, Service Delivery, Service Desk, Project Management, Network Support, Internet Traffic Management and more – all delivered to ITIL standards.

Payment processing and stress tests

Well in advance of launch Ardentia undertook major full scale lottery stress testing to ensure the ability to process vast numbers of payments with payment provider systems such as ePay and PayZone. At well above 1,000 tps (transactions per second), this is way above anticipated operating transaction rates, reducing risks and allowing for future expansion.

"Ardentia bring a high degree of expertise and professionalism to our eGaming infrastructure and support," added Wall. "It gives me peace of mind to know they are there with the right know-how, resources and commitment. Peace of mind also comes from having sophisticated Full Disaster Recovery, with two fully-resilient data centres and complete failover and recovery."

"We are delighted that The Health Lottery has chosen to outsource its IT infrastructure to Ardentia.

We are proud to be working with them and believe we bring a resilient, high availability service with a contractual 99.5% uptime so that The Health Lottery can focus on its business goals. This contract is testament to the importance of our technical capabilities. We look forward to a long and successful partnership.”

The Health Lottery runs on IBM servers, and a RedHat Linux Operating System, operated across two data centres connected by a state-of-the-art VPLS Network system. “We came up with an elegant design combining IBM hardware, Cisco network, EMC Storage and Oracle as the database and delivery of all support services,” said Hanson. “It included the design of the Lottery’s entire infrastructure, from the switches up to the application.”

“Importantly, as mentioned, a vital part of the agreement with the lottery company is shared risk. We’re targeted to deliver 99.95% availability via our Premium Managed Services. Failure to deliver results in penalties to Ardentia,” he added.

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About The Health Lottery

The Health Lottery is a brand new draw-based game where money raised goes to support a singular and popular cause: Health. Money raised will be spent helping support community health related good causes across Great Britain, helping everyone live longer healthier lives.

The Health Lottery’s game structure is straightforward, easy to play and prizes are not shared. Players can win from £50 for 3 balls, £500 for 4, through to a top prize of up to £100,000 for matching all 5 numbers from 50. Tickets cost just £1 and can be purchased online and through electronic payment terminals at 40,000 retailers across Great Britain, including all leading multiple grocers along with 1000s of independent retailers up and down the country.

The Health Lottery is operated for and on behalf of 51 local society lotteries across England, Wales and Scotland, each holding society lottery licenses granted by the Gambling Commission.

About Ardentia

Ardenta Limited is a UK-based specialist in delivering managed IT services, hosting and infrastructure

for the enterprise. Ardenta designs, implements, maintains and supports - at optimal levels - mission critical systems for organisations who depend on high performance solutions. Ardenta supports mission critical systems which operate 24 hours a day, 365 days of the year. Head Office is based in Sunbury on Thames, Middlesex with two external data centres based in Heathrow and Slough. The organisation counts BBC, Betfred, Blue Square, BUPA, Centrebet, ITV, Ladbrokes, The Royal British Legion, Victor Chandler, William Hill and many others amongst its customers. Ardenta is an IBM Premier Business Partner, EMC² Premier Solutions and ASN Partner, Cisco Select Partner, Oracle Business Partner, RedHat, HP and Sun Authorised Resellers and Riverbed ReSeller. For further information please visit: www.ardenta.com

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