



FIRSTGROUP PLC



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Streamlined Management of Domains, DNS, and Digital Certificates: FirstGroup PLC's Partnership with CSC

CSC recently sat down with Hamish Gibson, infrastructure engineer, who oversees the underlying business infrastructure at [FirstGroup PLC](#).

Hamish works on the core infrastructure team, managing overall infrastructure for the umbrella of businesses the company owns. His team imagines, designs, and implements structure; then researches innovative technology, tests it, and manages the certificate lifecycles. He is responsible for reviewing what solutions the company is using for its services, ranging from security to physical servers, which are much fewer now since moving most solutions to the cloud.

FirstGroup PLC tends to buy franchises or smaller companies for transport. All the acquired companies' rights to their domains and IT infrastructure must then be transferred to FirstGroup PLC. With more than 600 domains in its portfolio—643 managed solely by CSC—Hamish noted that CSC has been able to put him in touch with the right people and simply, “make it work.”





“CSC’s very straightforward and honest—the customer service is superb.”

HAMISH GIBSON
IT Infrastructure Analyst at FirstGroup PLC

Digital certificate automation reduces workload

Hamish owns the process of renewing FirstGroup PLC’s digital certificates. In March 2024 alone, he renewed 26 certificates. In turn, FirstGroup PLC is working with CSC to automate their SSL (Secure Sockets Layer) certificates.

Hamish said, “The automation of certificate renewal is something we’ll welcome as a team because of its impact on our workload.”

“Advanced DNS is so simple—hugely straightforward. Competitors do not present in such an easy manner and are more complicated to navigate, whereas UltraDNS is a lovely, simple, nice-to-look-at console,” says Hamish. “It does what it says on the tin.”

Working in CSC Domain ManagerSM most days, Hamish also found that its user interface follows suit.

“When FirstGroup PLC has needed to purchase an already taken domain, CSC’s been able to find out if someone’s ‘cyber sitting’ on it. Ultimately, we can bring the domain under our control using legitimate methods,” added Hamish.

With security in mind, CSC is your silent partner

What makes CSC a good fit for FirstGroup PLC is the strong customer relationship. If ever there is a question or problem, Hamish says the response is less than five minutes away.

Hamish ended with, “The only thing that tends to surprise me with CSC’s services is that there seems to be a solution for everything.”

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