



Bournemouth Council Improves Customer Service with Managed Infrastructure Solution

With Allied managed services, Bournemouth Council benefits from improved customer service delivery, better access and higher satisfaction levels.

“This library is a triumph of excellent design, enthusiasm and urban renewal. I believe the library will prove to be a beacon of design excellence.”

The Lord Chancellor
Prime Minister’s Office

About our Client

Bournemouth Borough Council is the biggest local service provider in the area. It is responsible for delivering a wide range of social services and ensuring ongoing economic development in the town.

The Scenario

Bournemouth libraries serve more than 164,600 members of the public and were seeking to improve the public library services, to meet the recreational, educational and informational needs of its population.

Bournemouth County Council submitted a Private Financial Initiative (PFI) tender for a new library which included a new IT infrastructure and IT services, for a period of 5 years. Allied Worldwide was selected to be the lead IT contractor and were asked to propose and implement a complete IT infrastructure design for the new building and provide a 5 year fully managed service, for all 13 public libraries in the Bournemouth area.

Business Challenge

To provide a fully flexible and dynamic managed service solution, shaped by the needs of the users and to serve across Bournemouth libraries, with consistent service levels across all sites.

In addition, the solution had to comply with stringent guidelines and meet the following key concepts required by the Bournemouth council:

- Promoting Reading and Literacy
- Enhancing Economic Competitiveness
- Meeting the Needs of the Community
- Promoting an Informed Democracy and Citizenship
- Promoting Lifelong Learning
- Providing Easy Access to Knowledge
- Ensuring Equality of Opportunity
- Adding Quality to Life

Also the delivery of the new solution had to be completed within given timescales, with financial penalties to be incurred for any delays or failure to comply with the service output specification.

CLIENT

Bournemouth Borough Council

CHALLENGE

To provide a flexible and dynamic managed infrastructure service solution

SOLUTION

Technology design and Infrastructure Managed Services

RESULT

Improved customer service and higher satisfaction levels



"The Library Service has developed an excellent working relationship with IT sub-contractors through the staff on site and management teams of suppliers. Regular meetings help to ensure that issues are dealt with quickly and clarity of roles of both library staff and contractors help to ensure the delivery of effective and efficient services. The result is high quality services valued by customers and staff."

Shelagh Levett

Head of Information,
Culture and Community
Learning

Allied Worldwide is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO who requires flexible and innovative solutions in an increasingly demanding global environment, to deliver high performance business solutions against ever decreasing time scales.

The Solution

We accepted all the risk related to design, delivery and managed service solution to meet the guidelines and the complex output specification drawn up by the council.

Allied provided a full project management team, including system designers and consultants, project managers, project coordinators and technical staff, plus back office support. The solution included a complete overhaul of the current infrastructure with a secure and scalable network, to ensure protection and support a growing number of user requests.

During the technology implementation phase, Allied professionals commenced the design of the fully managed service. Each and every solution was documented and technical and support processes were designed to meet the output specification.

Allied were also responsible for all third party companies and other areas related to IT. These included but were not limited to the suppliers of the library software system, network cabling, printing facilities, Internet, self issue service, assistive technology, online management system, off site help desk services, PC booking software, IT hardware and software manufacturers and distribution.

The Result

The implementation of the project was extremely successful and the new system and procedures were accepted (without any financial penalties). The managed solution is currently running with a service level of between 95 -100%.

Both the council key concepts and service output specification have been fully met. The library service has attracted more people and a whole new generation of readers and members. This library has now received the "The Better Public Buildings" award from the Prime Minister's Office.

Bournemouth Council has benefited further for their new requirements and solutions, due to Allied's supplier relationships enabling us to provide an holistic approach; ensuring at all times the cost savings and higher service levels are delivered and passed on to our clients.

Allied's managed service has been so successful that, after the initial 5-year term was completed, the service was released for another tender for technology refresh. A further 5-years managed service was again won by Allied despite comprehensive competition.

Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

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