



Managed Service & Virtualization at Bournemouth Council boosts service levels to 97% - 100%

Bournemouth Borough Council deployed Allied's Managed Service Solution to consolidate their infrastructure into a flexible, highly utilised set of virtual resources, while reducing storage and administrative cost.



About our Client

Bournemouth Borough Council is responsible for providing the local community with a usable and accessible library service. Bournemouth Library is the largest provider of services for the 164,600 residents of Bournemouth and is responsible for delivering a wide range of social services and ensuring ongoing economic development.

The Scenario

As the initial 5-year PFI IT contract drew to an end, Bournemouth Council placed the full Library IT facility out to tender again; this time for a Technology Refresh including a further 5-year term for Managed Services. The council was seeking solutions to meet the government's "Green" and "Gershon" initiatives and to further develop the service that had already been undertaken by Allied Worldwide.

A variety of bid responses were accepted, as the council wanted to review all and any new technologies & solutions, which might benefit the service. As the current incumbent, Allied Worldwide also took part in the bid with strong competition, fully aware that we could not be complacent in our solution and expect our previous success to be an advantage.

Allied Worldwide supplied one standard bid and two variant bids. Following detailed discussions, both designs were approved and Allied won the bid in July 2007.

Business Challenge

The council needed an enhanced solution with minimum down time for all upgrades, refreshes and new implementations, as the library facility would remain open except for standard non-work hours during the implementation phase.

The Bournemouth Council's second round of tender included:

- New system development requirements
- Upgrades to meet the councils own internal IT plans
- Virtualization
- Meeting government green initiatives

CLIENT

Bournemouth Borough Council

CHALLENGE

To provide with enhanced infrastructure managed service solution

SOLUTION

Virtualization and Infrastructure Managed Services

RESULT

Higher levels of reliability and availability and improved service levels and cost savings

The Solution

Allied Worldwide agreed to a phased implementation plan over 3 years and was committed to a “no downtime” implementation, delivering the managed service as we upgraded the IT, accepting all risk to any service failure or delay during this period.

Allied provided a solution which included a complete change to the data centre setup, moving away from a clustered server solution and implementing a virtual server solution using VMware. Proper design measures were taken to support server energy efficiency, which enabled a significant reduction in energy demand.

Following VMware implementation, a backup solution was also implemented enabling disk level backups and agent level backups for critical and important data. Additional servers with a SAN were installed in the council data centre to provide maximum expansion over the five years, to counter any possible data scalability issues.

Allied also upgraded the desktops, security system (firewall, anti-virus etc) and library networks to provide the council with a new VoIP system. We also implemented a two way ‘trust’ for access, to new council applications.

Conclusion

By integrating virtualization & storage solutions, we have reduced the number of servers by 70%. Additionally, we helped our client to customise, update and deploy a greener IT infrastructure that delivers higher levels of reliability, availability and service to end users, with a lower carbon footprint.

Allied’s solution has already provided cost savings to the council and our relationships with suppliers has also resulted in the provision of extra services and solutions at no extra costs. The implementation had no impact on the library service being delivered to the members of the public.

Allied Worldwide are continuously amending and upgrading the managed service using ITIL V3 based best practices, resulting in knowledge transfer to the library 1st Line Support team, through our co-sourcing model.

Currently the service level stands at between 97% – 100%.

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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