



Access on Demand for London Borough of Havering



case study

Solution Overview:

Working alongside Esteem Systems, London Borough of Havering has developed a new organisation-wide access strategy, based on Citrix technology. The new strategy has transformed the Borough's IT infrastructure; reduced IT support costs; provided on demand access to 2000 users; enabled mobile working and improved services to the public.

London Borough of Havering Council:

Formed in 1965, the London Borough of Havering was created with the merging of the Borough of Romford and the Urban District of Hornchurch. The Borough now covers 43 square miles, is the third largest borough in Greater London and has a population of 242,200.

Havering has nearly 2,000 acres of parks and open spaces and 54% of the Borough is in the Green Belt. Despite this, Havering is home to more than 7,000 businesses employing around 70,000 people. Industry and commerce range from manufacturing activities to retail, public, businesses and financial services.

The Challenge:

At the outset, London Borough of Havering was using a distributed IT infrastructure to deliver applications and information to its employees. Many mainframe applications were being run centrally on enterprise size servers, while other applications were spread locally throughout the Council's 20-30 sites or were being run on user PCs. As a result, management of the infrastructure was difficult and time consuming and the introduction of new applications was a problem. IT support time was being absorbed on help desk calls and information could not be accessed on demand or stored as securely as possible.

The Council also needed to deploy Anite Housing and Anite SWIFT to a number of disparate users and devices and realised that this would require a different type of infrastructure.

Esteem was brought in to review the existing IT infrastructure and assist with the design and implementation of a solution that would fulfil the Council's immediate objectives and would also be flexible enough to accommodate further changes in the future.

Esteem Systems:

Esteem Systems is one of the UK's leading Citrix solution providers and boasts the experience and skills to be awarded Citrix Platinum Partner status – the highest level of accreditation available.

In conjunction with Citrix and key software partners, Esteem works to deliver comprehensive IT services and solutions to both public and private sector organisations. Working alongside local authorities forms a significant part of Esteem's regular activities and enables existing and new clients to benefit from best practice and a thorough understanding of the market.

Esteem uses its IT excellence to create realistic infrastructure solutions for organisations facing issues such as delivering access on demand; ensuring business continuity; providing user friendly on-line services and achieving a low total cost of IT ownership.



Solution Overview

Hardware:

- HP Proliant Servers
- Low spec PC Terminals
- PCs
- GPRS enabled Laptops

Software:

- Anite SWIFT
- Anite Housing
- Citrix MetaFrame Access Suite
- Citrix MetaFrame secure gateway
- Microsoft Office Productivity Suite
- Storage Area Network (SAN)

Services:

- Platinum support contract
- Consultancy
- Design
- Implementation

Benefits:

- Workforce mobility
- Access on demand
- Centralised management
- Reduced TCO
- Increased employee efficiency

"We have now reached a stage where we can see clear improvements to the way our employees work, the way our IT infrastructure is managed and the amount of support time demanded from our in-house team."



case study

The Business Solution:

Having reviewed London Borough of Havering's current situation, Esteem recommended a Citrix based, access on demand IT infrastructure solution be deployed across the whole Borough. By moving to a Citrix infrastructure the Council would be able to immediately deploy Anite SWIFT and Anite Housing applications and would save on both support costs and management time by rolling out the solution across all users.

Over fifty Windows servers would be used to run Citrix MetaFrame, and existing BT, NTL, private and network links would be utilised within the solution. Microsoft Office and Novell GroupWise email would be deployed by the solution as well as the key line of business applications including Anite Housing and Social Care systems, Academy Revenues and Benefits system and the CRM and E-financials elements of Oracle E-business Suite.

The Citrix servers would also be fully integrated with Active Directory, allowing applications to be published to new Active Directory users and groups.

MetaFrame secure gateway would be incorporated to give high level security to remote users and enable mobile working via GPRS / 3G. This would allow employees to work flexibly, but securely at all times and give both increased security to sensitive information stored within the organisation and peace of mind to users.

A storage area network would also be implemented to give centralised overnight back-up to all user and application data, reducing the risk of data loss and helping the Council meet Data Protection and Corporate Governance regulations.

The Result:

Now in place, the solution gives the Council flexibility, security, back-up and access to information on demand from anywhere, at any time.

As employees can now use laptops to access applications, information and data from any location, members of the public receive a faster, more responsive service. This also enables employees to operate more effectively and saves time by enabling them to act on information and update case notes in real time. With office-based administration time reduced, workers can spend more time in the community helping members of the public.

The Council's Anite SWIFT system is fully compliant with the Children's Assessment Framework and delivers joined-up services to meet best value and e-Government targets. Alongside SWIFT, Anite Housing portfolio provides easy management and secure access to housing information, improving productivity and service delivery.

The cost of implementing the project is well on the way to being recovered by the reduced total cost of ownership and savings the solution has made in terms of reduced IT support calls and central management of users, applications and data.

Ray Whitehouse, Head of E-Government Technology Services at London Borough of Havering, said: "We have now reached a stage where we can see clear improvements to the way our employees work, the way our IT infrastructure is managed and the amount of support time demanded from our in-house team.

"Esteem has worked alongside us to ensure the project has run smoothly and within our timescales. We can now offer mobile working solutions to staff who are out and about doing home calls or building surveys and this has made a big difference to us in terms of operational efficiency. We can also give staff the option to work from home should they need to.

"The solution has also enabled us to become more efficient with the administration of our systems; and staff now benefit from instant access to data and applications with low risk to security and full back-up to ensure no data is lost."