

CASE STUDY | PUBLIC SECTOR

Tech transformation energises Local Authority

What was the challenge?

- Council wanted to create a digital environment for employees and councillors
- Policy-makers were on a mission to reduce paper and printing
- Council needed stronger security and a faster, more reliable Internet connection

"We've always felt particularly valued and prioritised by CAE. We're aware they've grown a lot as a company - but they've always given us the same high level of service, even though we are not a massive client."

Ben Messenger, IT Operations and Infrastructure Leader at the Borough Council

THE OUTCOMES

- Ultra-resilient Internet connection for 200+ staff and back-up failover
- WiFi availability at Town Hall for the first time
- Councillors with tablets can get digital access to important files, improving decision-making
- Savings in paper and print costs
- New firewall with high-level protection
- PSN compliance and Government Connect access
- Improved network monitoring, ongoing support and disaster recovery capabilities

THE POINT

Today's local authorities need to look to IT to become more agile, responsive and cost-effective — in an era when budgets are constrained. At one Borough Council, a raft of IT challenges had arisen.

Put simply, the Council's IT team needed affordable and effective solutions to transform technology in key areas.

With CAE, the local authority was able to find the right answers ... from a blisteringly fast Internet connection, through to WiFi being made available for the first time at its imposing Victorian neo-gothic Town Hall.

SOLUTIONS

- Claranet 100mb fibre Internet connection
- Cisco Meraki WiFi and Mobile Device Manager (MDM)
- Palo Alto Networks firewall

SERVICES

- CAE consultancy
- System design, testing and deployment services
- CAE AGILITY Intelligence service
- CAE Shared Partner Support

The CAE approach



KEEPING EVERYONE CONNECTED

- The Council's Internet connection was suffering serious outages that could last for days.
- CAE solved the problem with a new 100mb fibre connection from Claranet.
- The changeover was seamless and supported by CAE's engineers and back office teams, who had direct access to their counterparts at Claranet.
- The arrival of the new connection has been a huge relief to council staff — and has won widespread appreciation for the IT team
- The new connection is ultra-resilient. If problems arise, the main fibre circuit can fail over to a back-up copper-based connection within seconds, ensuring the Internet is always on.



CREATING A DIGITAL WORKSPACE

- The Council's imposing Town Hall lacked any WiFi.
- With a CAE WiFi solution that uses Cisco Meraki technology, the council has created a digital workspace for hundreds of people.
- Councillors have been equipped with tablets and can now get important documents digitally.
- The move has improved democracy by enhancing decision making. Councillors have all the facts they need at their fingertips.
- The change has also helped the Council in its mission to save on paper and printing.
- The local authority's IT team can also provide secure WiFi access easily to Town Hall visitors.



STOPPING OUTSIDE THREATS

- The Council needed a stronger firewall to stay ahead of increasingly sophisticated levels of cyber attack.
- A new firewall would also help the council to achieve Public Services Network (PSN) compliance and Government Connect access.
- CAE presented three options and the Council selected a Palo Alto Networks firewall.
- With careful planning, the new firewall was launched successfully. The solution is performing well and security has been ramped up to keep the Council, its data and users secure.



PROVIDING EXTRA REASSURANCE

- The Council also benefits from other CAE services.
- CAE's AGILITY Intelligence service helps the council to optimise performance, mitigate risk and improve the operational efficiency of its Cisco network infrastructure.
- CAE has helped to create a disaster recovery failover to the council's back-up datacentre.
- An ongoing Support Partnership means the council's IT team provides first and second line support, while CAE provides additional expertise and can respond to issues proactively.

WHY CAE?

Our agility allows us to take a strategic approach to understanding, recommending and implementing our clients' needs, delivering a truly customised approach and empowering our customers.

We work to deliver an outcome that exceeds our customers' expectations. We drive cost efficiency down, ensuring we benchmark costs to ensure predictability, transparency, consistency and inclusivity. Our agility is demonstrated through time gains and strategic efficiency, which we measure so we can refine and improve.

For more information contact hello@wearecae.com

thisiscaae.com

"We've dealt with other IT companies in the past and you can sometimes end up being kicked into the long grass and forgotten about. Not so with CAE. We've had the same account manager and engineer throughout our relationship. They always listen well and suggest positive ideas, rather than try to force a solution onto us."

Ben Messenger, IT Operations and Infrastructure Leader at the Borough Council

