

ENFIELD COUNCIL PARTNERS WITH SUNGARD AVAILABILITY SERVICES TO TRANSFORM ITS IT – FAST!

When the London Borough of Enfield's outsourcing agreement with a third party provider was coming to an end, the local authority saw it as an opportunity to grasp the flexibility and cost-savings achievable through exploiting cloud technologies. Around 3,500 employees rely on its IT infrastructure to provide vital services to the borough's 320,000 citizens and businesses so a seamless transition, with no degradation of services, was essential.

With time of the essence, the council turned to Sungard Availability Services, already a longstanding and trusted IT provider of disaster recovery services.

RESULTS

- **Lower IT running costs** – Predicted headline cost-savings of 30% plus efficiency gains
- **More predictable IT infrastructure spend** by moving it from the CapEx to OpEx budget
- **Greatly enhanced IT availability, flexibility and scalability**
- **Improved cost-effectiveness** – The council pays only for services actually used
- **Eliminates the burden of infrastructure management** freeing up in-house resources
- **Highly available and secure**, SLA-backed levels of uptime give the council peace of mind.

¹ 2014

² www.theguardian.com/cities/2014/sep/01/enfield-experiment-housing-problem-radical-solution



About Enfield Council

The London Borough of Enfield has a history of firsts: The world's first solid state circuitry colour televisions were manufactured by Ferguson in the town, the first dishwasher to be mass-produced was in Hotpoint's Enfield plant and the Barclays Bank branch in Enfield was the first place in the world to have an ATM cash machine.

Today, the council serves a population of some 324,500¹. Twelve miles from the centre of London, the diverse borough has welcomed people from across the world and is home to large Turkish, Greek and Cypriot communities.

The Labour-controlled council needs to save £56m by 2020 following government funding cuts and necessity is driving innovation. Enfield is pioneering an Artificial Intelligence (AI) programme in its contact centre that can answer citizens' questions at 60% of the human cost and, faced with a severe housing shortage, has embarked on a large-scale municipal housebuilding programme. In an unusual departure, this entails funding the developments itself, holding on to the land, and retaining control of all building².

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Councillor Dino Lemonides,
Cabinet member for Finance &
Efficiency, Enfield Council

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SERVICES

- **Dual Site Managed Hosting** – Liberates the council’s IT staff from the demands of infrastructure management and ensures the availability of data and services. Mission-critical applications are hosted in two highly resilient data centres, giving the council round-the-clock support, robust security and scale on tap for any eventuality.
- **Disaster Recovery as a Service** – With our Managed Recovery Programme (MRP) Sungard AS works closely with the council and takes responsibility for testing and recovery, giving the local authority the assurance of SLA-backed recovery times.
- **Enterprise Cloud Services** – A tailored, enterprise-grade cloud solution that securely integrates the council’s existing infrastructure with public, private and managed cloud environments, and delivers a hybrid IT service to meet Enfield’s specific workloads and budget.
- **Cloud Consulting** – Consulting and strategy services based on a proven process of discovery, design, build and run to support Enfield Council’s smooth migration to the cloud.
- **Storage as a Service** – Sungard AS managed storage services encompass administration, monitoring, configuration, maintenance and support of Direct Attached Storage (DAS), Storage Area Network (SAN) and any associated Cisco or Brocade storage network fabric. This gives Enfield Council the benefit of shared costs and stringent change management.
- **Managed Backup** – Fully managed back-up for tier 2 and 3 data gives Enfield Council the benefit of fast back-ups, tiered storage, maximum data protection and rapid restore.
- **Oracle and Microsoft SQL database management** – Sungard AS proactively manages and monitors the council’s database to ensure its availability and performance, identifying any potential problems before they can impact service.
- **Residency Services** – Sungard AS is supplying six FTEs with the right specialist knowledge and technical skills to provide much-needed additional resource as the council moves to Microsoft Azure.

THE CHALLENGE



SEAMLESS MIGRATION OF COMPLEX HYBRID IT INFRASTRUCTURE TO A NEW PROVIDER WITHIN AN AGGRESSIVE TIMESCALE

Enfield Council’s contract with an outsourcing provider was ending earlier than expected by mutual agreement and the local authority urgently needed to find a new provider capable of smoothly migrating its cloud-enabled applications to the Microsoft Azure cloud and hosting the remaining legacy systems – some dating back 30 years – in a secure, resilient environment.

Enfield Council’s IT infrastructure supports all its key services from Adult Social Care and Children’s Services to Planning, Environmental Services and Financial Systems so high availability was critical.

With the non-negotiable contract exit deadline fast approaching, the council knew it needed to act quickly. It admits it had demanding requirements. **“We were looking for a technology partner we could trust who would be flexible, work at a fast pace to meet our tight timeframe and give us a simple migration route. The transition from the incumbent supplier to the new provider had to be absolutely seamless,”** recalls Mike Weston, former Head of IT for Enfield Council. **“And, of course, keeping our data centre up and running throughout, without any interruptions whatsoever, was a top priority.”**

It was a tall order and, adding to the challenge, it quickly became apparent that once the council moved to a new system it would be unable to access backups made on the old system – a small but unexpected complication that had to be resolved.



THE SOLUTION



PHASED IT TRANSFORMATION PROGRAMME OF COMPLEX HYBRID INFRASTRUCTURE

The council turned to Sungard Availability Services – already a trusted partner of Enfield Council, having provided disaster recovery services to the local authority for two decades. Councillor Dino Lemonides, Cabinet member for Finance & Efficiency at Enfield Council explains, **“We chose Sungard Availability Services because we cannot afford any interruption to services and need a seamless transition. Not only do we have zero tolerance for downtime but any decline in performance is equally unacceptable.”**

Sungard AS and Enfield Council worked closely together, holding bi-weekly workshops, to develop a requirements specification and plans to migrate Enfield Council’s complex hybrid infrastructure, up to OS level, to Sungard AS. **“Sungard AS was the only provider able to meet our somewhat challenging timeframes,”** says Councillor Lemonides. **“For example, they needed to be capable of taking over our data centre from the incumbent in an ‘as is state’ within a six-week period. Sungard AS was also willing to participate**

in three-way negotiations involving them, the council and the incumbent supplier. In short, they had to be extremely flexible in terms of delivery, negotiations and the technology.”

Retaining agility was essential as the government’s austerity programme means that Enfield Council cannot enter into any long-term contracts. Opting for a pay-as-you-go Sungard AS enterprise cloud solution, coupled with managed hosting services, allows the council to pay only for what it uses, gives it the flexibility to scale up or down as necessary and, importantly, avoid any upfront investment or long-term financial commitments.

Sungard AS cloud consulting experts are helping Enfield Council with its Azure design and ensuring a smooth transition of its complex IT environment from one provider to another.

As the project progressed, the council adjusted its strategy several times and Sungard AS, in turn, needed to frequently adjust its own plans to accommodate the changes. These included bringing new applications such as SAP Financials and Microsoft Lync (*a forerunner of Skype for Business*) onto the Sungard AS enterprise cloud.

THE BENEFITS



FLAWLESS EXECUTION LEAVES EMPLOYEES BLISSFULLY UNAWARE OF THE SWITCH

The IT transformation programme is still underway but, says Dino, **“We are delighted that the first phase of the programme has been completed on time and within budget. The switchover from the incumbent to Sungard AS at one minute past midnight on the appointed date was literally seamless – our**

employees were completely unaware it had even occurred. This was a huge undertaking and the scale of the achievement cannot be underestimated.”

He adds, **“We now look forward to continued close co-operation between our two organisations to complete our ambitious IT transformation programme, which will give us the resilient, flexible foundation we need to deliver efficient, cost-effective services to the borough’s citizens.”**

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Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

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