case study

Delivering on the promise of Infrastructure as a Service

industry:
Government and Education

country:
New Zealand

business challenge:
Achieve an available communications infrastructure and eliminate the need for the Council to make costly forward capital investments

solution:
Leverage the Council's existing infrastructure investment and architectural strengths and combine that with Dimension Data's own platform and experience to deliver a cost effective outcome based solution

services:
- Planning and deployment services for an Infrastructure as a Service (IaaS) platform for applications

results:
- A lower total cost of ownership
- Lower operational expenses previously devoted to in-house cooling and electricity
- Infrastructure delivered from a carrier-grade data centre facility with all the environmental protection benefits that it provides

Executive Summary

In July 2010, Hamilton City Council (HCC) engaged Dimension Data to transition its applications to an Infrastructure as a Service (IaaS) platform. **This project was the most comprehensive IaaS engagement ever undertaken by a local government entity in New Zealand.**

The IaaS solution provides a high performance virtualised infrastructure, combined with Disaster Replication back into the Council's own facilities.

Client Overview

Hamilton is the centre of New Zealand's fourth largest urban area, and Hamilton City is the country's fourth largest territorial authority. Hamilton is in the Waikato Region of the North Island, approximately 130 km (80 mi) south of Auckland. It sits at a major road and rail nexus in the centre of the Waikato basin, on both banks of the Waikato River. The Hamilton City Council administers the public services provided to the citizens of the territory.

Business Challenge

Leigh Jackson, Northern Delivery Manager for Dimension Data comments "The service is unique, in that it took the Council's existing infrastructure investment and architectural strengths, and combined that with Dimension Data's own platform and experience to deliver a cost effective outcome based solution".

Services Provided

This New Zealand based solution delivers a highly available blade centre, Storage Area Network (SAN), and communications infrastructure that is provisioned on a pay-as-you go basis. This has eliminated the need for the Council to make costly forward capital investments. Connectivity to the Council is provided via a local Fibre network.

A comprehensive Service Level Agreement (SLA) also underpins the offering to ensure that quality, reliability and availability is maintained in line with the Council's ongoing requirements.

Value Derived

The benefits realised by HCC include:

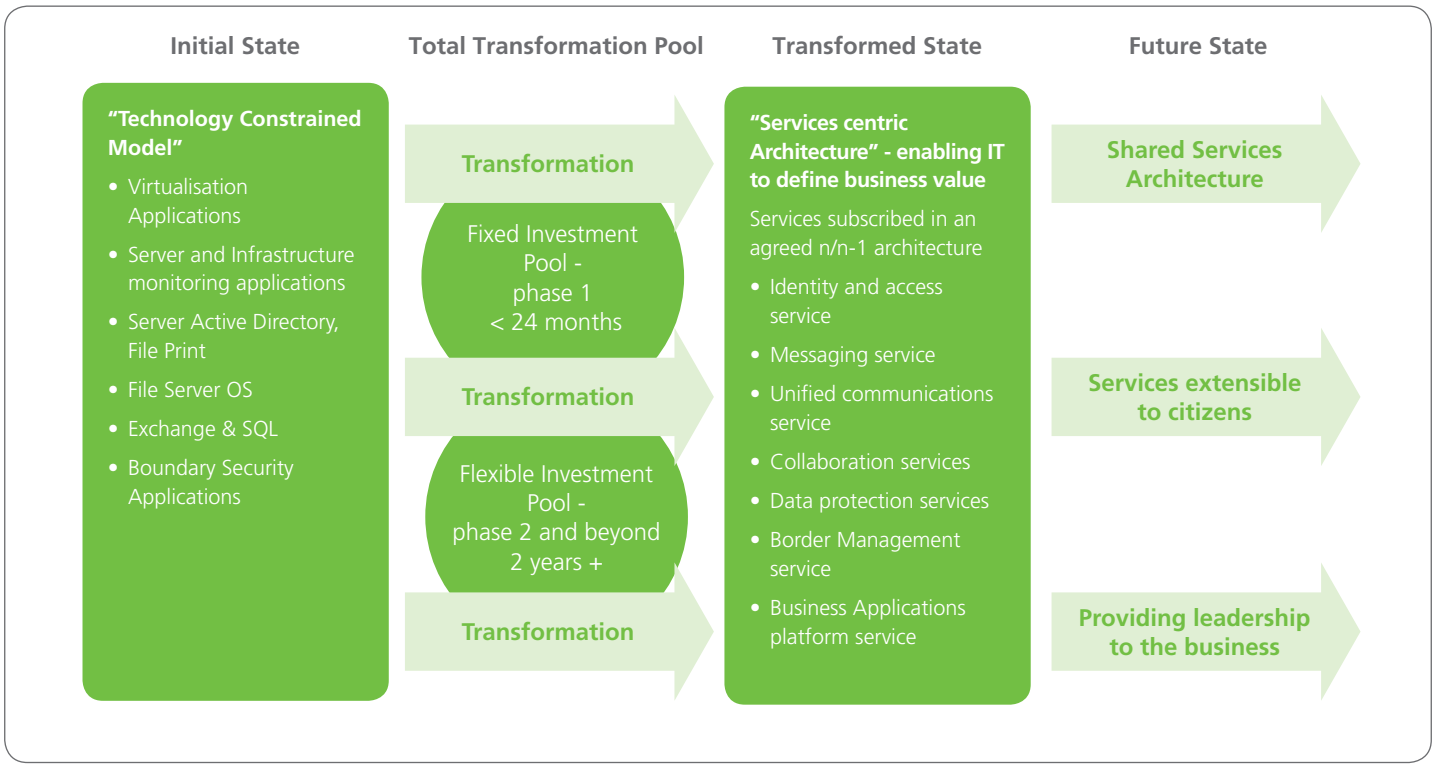
- A lower total cost of ownership
- Greater agility and flexibility in forward architecture decisions
- Improved resilience through standardised policies, processes and infrastructure
- Increased flexibility and access to information
- Managed services providing continuous operation and support with high availability
- Ability to facilitate rapid provisioning
- Lower operational expenses previously devoted to in-house cooling and electricity
- Infrastructure delivered from a carrier-grade data centre facility with all the environmental protection benefits that it provides

"Dimension Data listened to our unique requirements as a Council, and has demonstrated leadership through a high quality IaaS solution that has enabled us to focus more on our core business, and far less on just keeping the lights on."

Debbie Manktelow Support Team Leader for Council's Information Management unit, HCC A foundation for change

The Hamilton City Council IaaS solution provided a foundation for the adoption of a wider service based infrastructure architecture which has allowed the Council to focus on their business needs, not the underlying infrastructure.

The service has extended to an outcomes based infrastructure transformation, in which Dimension Data is responsible for migrating and maintaining all major infrastructure applications, in an agreed state of currency (e.g. n-1), for a fixed monthly fee. This unshackles the Council from the constraints of a capital investment programme, allows for multiple phases of implementation and frees IT to focus on delivering the right services to Council staff and citizens.



Rather than signalling a loss of control for the Council, this has freed their IT team to focus on business enhancing services rather than infrastructure maintenance. This has been achieved through clear demarcation of responsibilities and scope:

HCC Retained scope	Dimension Data scope
• Business and IT strategic planning (including IT Architecture definition) • Change and Problem Management Process Ownership • Line of Business Applications Analysis (including GIS) • Services and Training documentation • Licensing and compliance capital • Funding for expansion service for: – Shared Services – New Business Functionality / Requirements – Citizen services Initiatives	• Operational and BAU Functions • IAAS infrastructure and Communication provision • Forward Work Plan execution and delivery to transform and maintain applications and services • 24 x 7x 365 Service Levels where required in line with SLA's agreed for each business service

Table content listed below:

HCC Retained Scope

- Business & IT strategic planning (including IT Architecture definition)
- Change and Problem Management Processes Ownership
- Line of Business Applications Analysis (including GIS)
- Services and Training documentation
- Licensing compliance and capital
- Funding for expansion of service for;
  - Shared Services
  - New Business Functionality / Requirements
  - Citizen services Initiatives

Dimension Data Scope

- Operational and BAU Functions
- IAAS infrastructure and Communication provision
- Forward Work Plan execution and delivery to transform & maintain applications and service
- 24 x 7 x 365 Service Levels where required in line with SLAs agreed for each business service