

London Borough of Lewisham cuts software deployment cost by 75%

London Borough of Lewisham

industry:

Public Sector

country:

United Kingdom

business challenge:

The need to ensure remote workers' productivity through timely technology support and upgrades

solution:

Upgrade the borough's environment to allow software updates to PC fleet in a swift and secure manner

services:

- Testing and deployment of Microsoft® System Center Configuration Manager 2007, a customised version of Dimension Data's Dynamic Desktop Deployment Solution

results:

- Remotely upgrade 85% of the user base without interruption to service
- Significant savings on software licensing costs

Executive Summary

The London Borough of Lewisham **required a single tool** to allow the automatic distribution of business-critical software to **thousands of users**, spread across the borough. Their IT outsource provisioning partner, SunGard Public Sector, **identified suitable organisations** and recommended Dimension Data to **design and implement a solution**.

The systems integrator proposed its own award-winning Dynamic Desktop Deployment solution customised for the Council. Dynamic Desktop Deployment is based on Microsoft® System Center Configuration Manager (SCCM)) combined with intellectual property on how to implement the solution from Dimension Data.

The London Borough of Lewisham is now not only equipped with a tool to deploy operating systems (OSs) and software to all their machines remotely, enabling a significant reduction in engineering time, but also to manage their desktop estate more effectively.

Client Overview

Lewisham is an inner-London borough covering an area of approximately 14 square miles of south-east London. The London Borough of Lewisham provides a range of high quality services for over 248,000 people who live locally, as well as those who work or learn locally. The Council believes that residents should be at the heart of services on offer. The Council has an estimated 4,000 office users spread across 120 locations, which, in actual geography, are spread over a rectangular shaped border about four miles wide and eight miles long.

Business Challenge

Roger Fowles, Corporate Technology Manager at the London Borough of Lewisham, explains that they were previously using software distribution packages from two different IT providers. These packages were fairly old and required significant maintenance. This caused a lot of expense and disruption every time the Council wanted to conduct a major upgrade to systems utilised by many of their employees.

When SunGard Public Sector was appointed as the outsourced IT service provider for the Council, a decision was made to investigate the possibilities of using a single toolset for deploying and managing desktops.

“The project was delivered **on time and on budget**, something which is rare for public sector IT projects. Dimension Data delivered **exactly what was promised.**”

Roger Fowles, Corporate Technology Manager at Lewisham Council

Tony Presland, Project Manager at SunGard Public Sector says,

“The London Borough of Lewisham is a local government authority and they regularly receive software generated by central government to perform actions such as collect new statistics or to implement changes to legislation. We needed a product to allow us to manage this process in a well organised and proactive fashion.”

Specific requirements for the solution were that it needed to be robust and be easily managed with a relatively small number of staff. The staff also had to be able to gain knowledge of the technology fairly quickly to enable them to manage it internally.

SunGard Public Sector subsequently set about finding a partner who had very strong Microsoft credentials, particularly in the area of desktop management, to recommend and implement a solution. Dimension Data was selected for this task, among others, because of their Microsoft Gold partner status and their ability to work with outsourced partners. In addition, Dimension Data also has extensive experience in systems management on the Microsoft platform, having won five global awards from Microsoft from their Dynamic Desktop Deployment solution.

Fowles elaborates, “We are a Microsoft buyer and it was important to us to select an accredited partner. We subsequently met with Dimension Data and were further impressed by their track record and the way they presented themselves. The price was also fixed which gave us confidence in the fact that they could deliver.”

Kamal Patel, Principal Consultant, Dimension Data United Kingdom adds

“Our solution was delivered under a fixed price/ duration contract to minimise the client’s risk, and to ensure that they could quickly start recognising the benefits of the solution to meet their commitments to their end customers.”

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Solution Delivered

Dimension Data proposed a customised version of their Dynamic Desktop Deployment solution to meet some of the specific requirements of the Council and SunGard Public Sector. The solution allows the Council and SunGard Public Sector to manage the complete lifecycle of the desktop estate from OS build, to deploying software, conducting updates, as well as licensing and asset management.

Presland says, “One of the things that we were pleased about with Dimension Data was that they were able to tailor the solution to meet our specific requirements. We worked well alongside each other to make that happen. They also have the ability to work well with other partners.”

How We Delivered

The entire project took about five months, from project initiation to project sign off. Dimension Data and SunGard formed a joint multi-disciplinary and a multi organisational project team, consisting of engineers from both companies to deliver the project.

A proof-of-concept laboratory was built to test how the solution could be implemented in a live environment. The solution was then put into production and worked successfully from the minute it went live.

Presland says, “Dimension Data recommended that our engineers work alongside them throughout the entire project. This proved to be very valuable, as they transferred valuable knowledge to our staff. Most importantly, we created a partnership which we can call on in the future.”

Patel adds, “Dimension Data does not go onsite with a complete project team, because of the high costs involved for the client. It often also causes challenges in transition and ongoing support for the client and in this case, their outsourced partner. We bring a small team, which will work with the outsource partner or the client’s team. This enables them to skill up during the project and to ensure that once we do a hand over, they know exactly the design decisions that were made and are able to upgrade the solution on their own.”

Value Derived

A major benefit of the solution is that London Borough of Lewisham is now able to conduct a relatively large deployment of new machines in a very short time frame.

“With the Dynamic Desktop Deployment implementation, the Council can build a machine from scratch within 40 minutes, thus minimising the time it takes to perform trouble shooting and upgrade machines, says Patel.

One of the very early successes of the solution was a successful upgrade of a business application tool they use on desktops to allow them to view online training manuals.

Presland adds, “When we received the request from the council to upgrade the software, we were able to remotely upgrade 85% of the user base within a 15 minute period, without interruption to service. Most users were not even aware of the upgrade. This is something we would not have dreamed possible using previous tools and processes.”

Fowles comments on another successful upgrade project which was completed over a weekend involving an estimated 900 users:

“Before, our engineers had to manually install clients’ software, and users may have lost a couple of working hours in the process. With this particular upgrade, 98% of our users received their software and were working on the following Monday morning without any disruption. We managed to cut the engineering time of deploying software by 75%.”

London Borough of Lewisham also utilises the solution for maintaining the desktop lifecycle from OS build to software distribution, security updates and patching Microsoft updates. In addition, another benefit is that the solution enables accurate reporting on software usage, which in the longer term will help manage cost related software licensing.

Fowles says, “We can identify unused software and potentially save ourselves a lot of money in relicensing products that we already have that are being unused. An example is that we previously had 300 licenses for Microsoft® Office Project and only 20 were in use. We are now able to reduce the licensing we need to purchase.”

He concludes on the ROI expected from the solution: “We expect to achieve ROI quickly in terms of the money which we will have saved, from not having to physically deploy engineers onsite with every software deployment upgrade.”