

# fareham

borough council



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0.1 Carnac Lodge - NewNet's Headquarters, Fareham, Hampshire.

0.2 NewNet's Data Centre.

### Background:

Fareham Borough Council has a deserved reputation for extremely proactive and forward thinking when it comes to technology investment. Fareham were the first authority in the UK to take the imaginative step of creating an 'e-envoy' and this appointment helped to drive interest in telecommunications services in the area.

In common with all local authorities, Fareham Borough Council have a responsibility to provide continuity of core services in the event of an emergency and were one of the first local authorities on the South Coast to prepare and implement a plan for business continuity of key systems and data.

### The requirement:

Fareham Borough Council required a scalable solution that could grow over time but offer high levels of security and resilience from day one. The in-house IT Unit had all the necessary skills to design and implement a sophisticated Storage Area Networking (SAN) system to mirror all key data on a real time basis but needed a secure location with a high speed Internet feed within easy reach of their main data centre. In addition, Fareham Borough Council identified a requirement for broadband services to key employees and the need to deal with a supplier who could provide a complete service.

### The solution:

NewNet worked closely with Fareham Borough Council to plan a network configuration that provided a highly cost effective solution for access to the back up data. A high-speed 100Mbps circuit links the Council's primary data suite with NewNet's own high security data centre where the replicated SAN and back up systems are colocated. In addition, the link provides Internet connectivity via a secure firewall.

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As an additional level of resilience, a wireless back up circuit was provisioned and integrated into the network configuration so that, in the event of failure of the main circuit, traffic would automatically route over the back up ensuring no loss of data. In the event of an emergency which disables access from their primary site, key Fareham Borough Council employees can achieve secure broadband VPN access from remote locations.

A full 24x7 helpdesk is available for fault reporting and proactive monitoring of a wide range of system functions ensuring that the service is maintained in accordance with the agreed levels.

### Why Fareham Borough Council chose NewNet:

"We needed a solution that could be implemented with minimum disruption to our day-to-day operations, and we had to have the assurance of a reliable and stable supplier who could work to the high service level that we demanded," said Peter Harper, Information & Communications Manager at Fareham Borough Council.

**// We already had an Internet connection with NewNet and I was pleased with their approach in helping us to design the Business Continuity system. They suggested we could save money by doing away with our existing leased line connection and using a 100Mbps link from their data centre. //**

"On site security is important; you won't get in to the NewNet data centre unless you have submitted an access request and once signed in you won't get anywhere without a security tag.

Our LAN really does extend to the rack at their site, giving us extra firewall protection and back up at the same time. We now host our web site in the NewNet centre as well, further removing load from our internal network."

Peter Harper continued, "The back up wireless link was the final touch and gave us the resilience we were after.

Being able to order broadband ADSL services from NewNet as well, and to integrate these into our business continuity plan yet still deal with just one Account Manager for a range of Internet services saves us time and inconvenience."

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- 0.3 Peter Harper - Information & Communications Manager at Fareham Borough Council.
- 0.4 Civic Offices - Fareham Borough Council.
- 0.5 Residential property adjacent to Fareham Borough Council's Civic Offices.