

# portsmouth city council

## Background:

Currently there is a major drive within local authorities to develop and promote electronic services enabling 24-hour access to public information and services regardless of location.

To make these benefits available to all, local authorities, as well as central government bodies, must reassess how they communicate with all stakeholders, both internally and externally.

With over 8,000 employees, Portsmouth City Council has aspirations to modernise all local services from refuse collection to art galleries, from local planning to schools. The council has the key responsibility for providing public services to the 188,000 people of Portsmouth.

## The requirement:

NewNet worked with the PCC IT team to fully understand both existing and future requirements, including:

- Network facilities for hosting various web servers and their supporting database systems.
- A secure communication link between PCC and the hosting facility to ensure privacy of backend data traffic (updating Web Sites, administration and BackOffice transactions).
- Build, maintenance and ongoing support of the network and server infrastructure at the host site.
- Professional consultancy, technical and operational services to support ongoing web development.
- The migration of several existing systems and databases to new collocated hardware.
- A service level agreement to cover all potential hardware and operating system problems.



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0.1 NewNet's secure Data Centre.

0.2 24x7 support and surveillance at NewNet's Data Centre.

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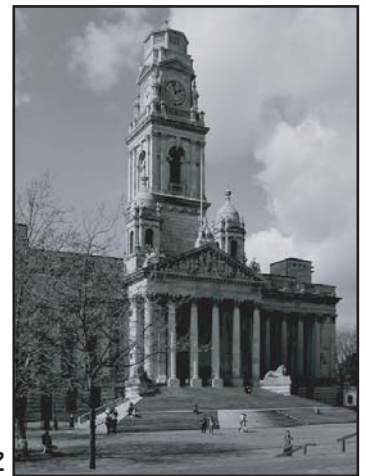
## The solution:

The chosen solution provides PCC with their own secure rack area housing all servers and located within the NewNet datacentre. Internet bandwidth is provided via a dedicated firewall located directly in this rack and a dedicated 100Mb access circuit connects the rack to the PCC offices in Portsmouth with external Internet bandwidth burstable to the full 100Mb capacity of the circuit.

NewNet provided a complete one-stop shop solution for PCC, purchasing all the hardware, building, installing and managing all equipment, operating a bespoke service level agreement and developing and managing data replication. The service provides full 24x7 support with staff on site providing a wide range of functions from processing fault reports and reboots to full proactive management.



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0.1 Andy Mills - Assistant Head of ICT at Portsmouth City Council.

0.2 Guildhall - Portsmouth City Council.

0.3 Civic offices - Portsmouth City Council

**// NewNet have demonstrated they are much more than a supplier of Internet services, they have provided consultancy, excellent practical advice on system design and provisioning and a regular account team meeting to help us through the data migration. //**

Regular monthly progress meetings are held to ensure a continuous line of communication is open.

## Why PCC chose NewNet:

"We are a demanding Authority when it comes to value for money and time to implement IT solutions", says Andy Mills, Assistant Head of ICT at PCC. "Our workload was growing and growing and we had to find a partner who we could trust to develop a long-term relationship with. NewNet have demonstrated they are much more than a supplier of Internet services. They have provided consultancy, excellent practical advice on system design and provisioning and a regular account team meeting to help us through the data migration and onward management of these core services."

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