



Buckinghamshire County Council calls on Civica's technology expertise



In the IT field, Civica has been the Council's partner of choice for its Future Shape programme for several years.

Trimming software spend and implementing transformation.

Like all public sector bodies, Buckinghamshire County Council is striving to provide the best possible services to its residents in a time of shrinking budgets. These cost constraints mean that for a number of functions the Council now commissions services from external providers rather than running everything in-house.

The Council has tackled a number of major technical transformation projects in the last four years, a significant challenge with around 4,000 users of its core IT applications. The first aimed to reduce wastage within the authority in terms of under-utilised software licences. The next substantial project was the implementation of Microsoft Office 365, a key part of the initiative to allow flexible working, boost user productivity and increase agility. That was accompanied by the initiation of migration to the Microsoft Azure hybrid cloud-computing platform. For all three projects, the Council recognised the need for specialist expertise that was not available in-house.

Outcomes

- ▶ Civica's support for the Council's overall IT strategy has helped to create a service that is both more **cost effective and more efficient**
- ▶ Cloud adoption cuts the number of onsite servers, **reducing IT costs**
- ▶ Initial mix of onsite and cloud services provides options on **security and flexibility** for future capital expenditure decisions
- ▶ Solution enables **efficient procurement** of the appropriate number of licences
- ▶ **£34,000 of unused software licences freed up**, and responsiveness and end-user productivity maximised
- ▶ **Smooth migration to Office 365** to boost productivity and promote an agile culture
- ▶ Employees able to access applications on **any device, anywhere, any time**
- ▶ As council services break off to become council-owned companies or third-sector organisations, the system can **accommodate differing operating models and needs**.

"We are looking for partners who have expertise because we don't always have that in-house any more. That's where we have a relationship with Civica."

Mr Jon Brainch, Senior Technical Officer,
Buckinghamshire County Council



Cloud adoption
reduces costs



Accurate and
compliant license
procurement



Supports **flexible,**
mobile learning

A more efficient, cost effective IT strategy

Buckinghamshire CC has had a long and productive relationship with Civica. So when, in 2013, the Council faced the challenge of bringing the software spend across an estate of several thousand devices under control, it naturally turned to its trusted partner.

Microsoft assets comprise the majority of the Council's software estate, but the MS system they had been utilising for Software Asset Management (SAM) purposes didn't provide sufficient detail to enable them to get to grips with the problem.

The Council evaluated alternative software management offerings and Snow Software, a global leader in the delivery of SAM solutions, emerged as the preferred choice. As a Snow software partner and SAM specialist, Civica was asked to conduct a full licence review for Buckinghamshire County Council using Snow.

Around £34,000 of unused software licences and a significant quantity of other under-utilised assets were identified. These cost savings led Buckinghamshire County Council to commit to a three-year Managed SAM contract with Civica where **"they help us to make sure we're buying the right numbers of licenses in the right bundles, and that we're procuring them in the most efficient way,"** according to Jon Brainch, Buckinghamshire County Council's Senior Technical Officer.

Successful cloud migration

Civica's Microsoft expertise made the company the natural choice to work with the Council on their next project, the Office 365 rollout. The software and services package was introduced to drive increased mobility and agility. As Jon Brainch says; **"People have that expectation of being able to get their applications on any device, anywhere, any time."** As well as advising on the actual deployment of Office 365, Civica also put the council in touch with experts at Microsoft to whom it would not otherwise have had access and introduced other local authority clients from whom Buckinghamshire could learn.

The next step in the Council's IT journey was the migration to Microsoft's Azure public cloud computing and infrastructure platform. Their approach was to create a 'BucksCloud', a hybrid environment combining on-premise services as well as the power of Azure in the cloud. The intention was to move initially to a 50/50 split of data between the Council's servers and the cloud, but it was envisaged this would potentially increase over time as they gained a better understanding of what is possible. Civica's Microsoft expertise once again enabled it to provide advice and support throughout the process.

Accompanying the Azure work, the Council also needed to replace its own existing, ageing servers with a new, smaller set. Another aspect of the project Civica was able to support, as its technology services division is able to advise customers on the selection, procurement and deployment of hardware in order to ensure the best fit product is purchased for the best possible price.

Four years on, the Council recognises the importance of Civica's ongoing support in their journey to a more cost effective and efficient IT environment that offers increased agility for their employees and a continued high quality service to the public.

"We'll have more consistent data [on software use] and it helps the end user because they get a slicker, more streamlined service."

Mr Jon Brainch, Senior Technical Officer,
Buckinghamshire County Council

About Civica technology services

We can work with you to ensure you have the technology in place to support assured and efficient operations across the breadth of your organisation as well as step change improvements in cost and resilience. We deliver an end-to-end solution encompassing:

- ▶ **Software and hardware:** helping you select, procure, and deploy the best products for you at the best possible price
- ▶ **Infrastructure:** ensuring the optimal networking, connectivity and hosting environments are in place to support your applications and data, with security and compliance delivered by design
- ▶ **Support and management:** we can support and manage some or all of your applications and infrastructure so you can focus on your operations rather than the IT you use to deliver it; if required we can manage your entire IT operations.

Our technology services range from software licensing and asset management through to business-critical application hosting, cloud computing and data centre services, all complemented by consultancy and management services.