hSo:

Local authority upgrades network with innovative and cost-saving solution

Rugby Borough Council needed a network refresh.

At a glance

Challenge
- Efficient implementation
- High-bandwidth, scalable network
- Reliable connectivity
- Secure the network
- Reduce the costs

Solution
- Managed end-to-end MPLS WAN
- Resilient infrastructure
- High performance fibre lines
- Business Continuity system
- SIP trunks

Benefits
- Free up internal IT resources
- Cost savings
- 24x7 UK support
- Lower latency
- Easily upgradable system
- Facilitating flexible working

Why they use hSo

Strong pedigree Selecting hSo meant working with an appointed RM1045 supplier with a top record in delivering infrastructure solutions and services in the public sector. "hSo were willing to engage with us on a level that other suppliers are simply unable or unwilling to do, which is exactly what a local authority needs," says Andy Singleton, Corporate ICT Manager at Rugby Borough Council.

Impressive solution The personnel at Rugby Borough Council was impressed with hSo's grasp of the challenge and their innovative solution: "MPLS networks used to be a luxury for many smaller local authorities, however increased digitalisation of services has meant we need a strong foundation for delivering more cost effective, efficient and resilient public services," Singleton says. The deployment of an MPLS core network provides the council with secure, reliable network services that allow personnel to communicate and access services and information on a 24/7 basis, whatever their location.

More value for less money This new network drives efficiency and cuts costs for the local authority. Providing converged voice and data communications, this is a cost-effective way of delivering innovative services to taxpayers across the borough.

> **"hSo have enabled us to realise our improved operating and BC/DR requirements whilst simultaneously reducing our annual expenditure."**
>
> Andy Singleton, Corporate ICT Manager, Rugby Borough Council

Managed Networks : Unified Communications : Cloud Computing

Challenge

Rugby Borough Council is a local government district in eastern Warwickshire, West Midlands.

It delivers services to the town of Rugby where the council has its headquarters, and the rural areas surrounding the town.

Rugby is expecting an economic boost in the shape of tourism and start-up businesses increase for the New Year.

With a population of over 91,000 and an exciting year 2017 coming its way, the borough was starting to realise the limitations of its existing point-to-point infrastructure.

Needing to update its ageing core IT infrastructure whilst ensuring continuity of service and reducing operational costs, the challenge was to build a single high-speed network linking the main town hall office to 6 other council sites.

Faced with budgetary challenges from public sector spending cuts, the authority needed a cost effective and compliant solution in place.

Solution

Rugby Borough Council selected hSo, an official RM1045 lot 1 vendor, as its preferred supplier to design, deploy and manage a new high-performance network to replace the point-to-point setup across the borough.

hSo worked with Rugby to ensure that the new network would meet all the needs of the Borough Council and providing a scalable core with built-in flexibility for future expansion.

The hSo managed MPLS solution is based on fibre leased lines, offering a highly available and scalable network for mission-critical business applications. With high bandwidth (up to 200Mb) accessible, Internet is accessed from the cloud, delivered over the WAN, and shared between the 7 sites. A managed firewall hosted in the cloud is protecting all of the borough's sites.

Furthermore, end-to-end QoS (Quality of Service) was integrated to convert their existing PBXs to SIP, routing traditional voice lines over the MPLS network and enabling prioritisation of VoIP traffic over data transfer when necessary.

Proactive 24/7 network monitoring and management is provided by hSo's UK-based NOC (Network Operations Centre).

> **"Throughout the project hSo demonstrated a clear understanding of our requirements and expertise in implementing public sector infrastructures. The hSo solution will dramatically improve service delivery and reliability, whilst reducing our operational costs. The ability to actively monitor the service enables our in-house staff to focus on other areas of the organisation."** Andy Singleton

Benefits

The hSo solution has placed the authority on a foundation for growth in support of its strategic commitments to the community. Being the most economically advantageous not only achieved cost savings, but importantly brought more value to Rugby. With high bandwidth accessible (up to 200Mb), it now has the means to transform itself and deliver excellent services to its residents and the community.

The solution will give them the availability to be more resilient and to back up all of their data to another site, beside Town Hall.

Moving to SIP trunks gives the borough and its employees greater control and reliability while reducing costs.

"Throughout the project hSo demonstrated a clear understanding of our requirements and expertise in implementing public sector infrastructures. The hSo solution has dramatically improved services and reduced our operational costs, whilst the monitoring service enables our in-house staff to focus on other areas of the organisation."

The Borough has also gained an operational dividend from greater operational resilience, as the network enables workers to access critical services from other premises should a business continuity event occur. It also no longer has to undertake time-consuming maintenance and management on the old point-to-point infrastructure.

About hSo

hSo is a carrier-independent network service provider. Our managed services span inter-site and Internet connectivity, telephony and data centre solutions, including cloud and virtualisation. To find out more, visit **www.hso.co.uk** or call us on **020 7847 4510**

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