

Managed Services

A Core IT Service contract for a central government department, for an initial three years, extendable to seven years

Challenge

A challenging task to build secure IT infrastructure and migrate users without disruption

With its existing ICT services contract ending in January 2015, the department needed a new service to ensure continuity with minimal disruption.

Migrating to a new IT service was challenging because it was shared with other government departments, meaning a new service had to be implemented with users migrated seamlessly. The new services also needed to cater for the latest cloud and mobile technologies and meet high user expectations.

The department was also keen to adhere to a new policy of splitting delivery across discrete complementary services from smaller companies. The chosen supplier of Core IT Services therefore had a key role in coordinating the activities of suppliers in providing a seamless IT service.

About the client

The critical government department's strategy and policies have contributed substantially to the UK's development. ICT is a key enabler and the department has gained a reputation as a high performer with flexible working, innovative use of workspace and effective collaboration.

About NTT DATA

NTT DATA (Tokyo: 9613) is your Innovation Partner anywhere around the world. Headquartered in Tokyo, with business operations in 42 countries, we put emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting and system development to business IT outsourcing.

Solution

A high security IT deployment, fully supported to provide users with flexible access on any device

NTT DATA built new IT infrastructure hosted in two secure data centres accredited to the highest security Impact Level 3 (IL3) and connected to the Public Services Network (PSN) with highly reliable active-active resilience across the sites.

In parallel, NTT DATA updated the software and provided users with secure remote access from their homes or other offices. The entire service is supported by an IL3 service desk and service operation centre using security-cleared staff working in a badge-only area within the NTT DATA Birmingham service centre.

60 NTT DATA personnel provide support from the department's main Westminster office and the Birmingham centre.

In addition, NTT DATA's sister company, Dimension Data, installed and provides support to the LAN network across Westminster and other selected sites.

NTT DATA implemented a private and secure cloud as part of a comprehensive cloud strategy developed in collaboration with the department.

Results

NTT DATA IT services bring new cloud-based and mobile capabilities for more effective working, all at reduced cost

NTT DATA's IT services give the department the availability, flexibility, effectiveness, scalability and security it needs.

- **Availability:** seamless switching to backup systems will ensure users are unaware of any disruption to services. They can also rely on Service Desk support wherever and whenever they are working, as well as face-to-face support in the department's main building.
- **Flexibility:** users can access IT services from any mobile device at any time and from anywhere. Email and other messaging is available on connected mobile devices and users can switch seamlessly between devices without any data loss.
- **Effectiveness:** the new service enables user collaboration within the department, as well as with other departments and organisations through the latest tools for sharing documents, instant messaging and online meetings.
- **Scalability:** users, including ones from other departments, can easily be added to the service. The service will support rapid growth with minimal administration and cost.
- **Responsiveness:** when problems arise, NTT DATA responds quickly to identify the root cause and resolve it promptly.

The service takes advantage of cloud-based technologies, mobility solutions and cost-effective suppliers to cut costs while complying with current government IT strategies.

NTT DATA's service has won high levels of customer satisfaction and led to a contract extension to 2019.



“I am looking forward to working with NTT DATA in the delivery of the Core ICT Services. This is the largest Tower in our new operating model and the capability and commitment of NTT DATA will play a critical role in driving change and transforming how ICT works in our department in the coming three years.”

— Chief Information Officer