

SunGard helps London Borough of Lewisham cut software deployment time by 75%

Lewisham is an inner-London borough covering an area of approximately 14 square miles of SE London.

Lewisham provides a range of high quality services for over 248,000 people who live locally, as well as those who work or learn locally.

The Council has an estimated 3,500 office users spread across 120 locations.

In 2006 Lewisham chose SunGard Public Sector to manage their IT infrastructure as part of a Managed IT outsourcing contract, supplying desktop support services; data centre management, applications support, printing services and network and telecommunications management.

The relationship between the two organisations has seen the council through the initial transition to a stable working environment and helping the Council to identify further efficiencies in the way they deliver services.



Software deployment issues

One of the areas SunGard and the council realised needed improvement was in the deployment of software to the thousands of users spread across the borough. It was identified that a single tool was required to facilitate the automatic distribution of business-critical software and the management of desktops.

Roger Fowles, Corporate Technology Manager at Lewisham, explained that they were previously using software distribution packages from two different IT providers. These packages were fairly old and required significant maintenance. Each time a major upgrade to systems was required the council incurred expense and many employees experienced disruption.

Tony Presland, Project Manager for SunGard commented, "Lewisham receives frequent software updates across a wide spectrum of major business systems. We needed a product to allow us to manage this process in a well organised and pro-active fashion"

Packages were fairly old and required significant maintenance

The solution

Subsequently SunGard set about appointing a supplier. A key requirement for the borough was that the solution provider should have very strong Microsoft credentials, particularly in the area of desktop management.

SunGard researched and identified suitable organisations and subsequently recommended systems integrators Dimension Data to design and implement a solution.

Dimension Data were well placed with their Microsoft Gold partner status and their ability to work with outsourced partners. In addition they were also able to demonstrate extensive experience in systems management on the Microsoft platform, having won five global awards from Microsoft for their Dynamic Desktop Deployment solution.

Fowles explains, "SunGard took the lead on identifying a partner (Dimension Data) to work with, but made sure that we were happy with the decision making process and final choice at every step along the way.

We are a Microsoft buyer and it was important to us to select an accredited partner. We subsequently met with Dimension Data and were further impressed by their track record and the way they presented themselves. The price was also fixed which gave us confidence in the fact that they could deliver.

SunGard worked very closely and successfully with Dimension Data during the project, which from the council's perspective was completely (and pleasantly) issue free."

The solution was customised for the council and a small team established, made up of council/SunGard workers, to manage the system and to enable it to remain robust. Staff were quickly able to gain knowledge of the solution's technology to enable its management internally and this was facilitated by transfer of IPR to the team for certain aspects of the solution.

The solution also allows the council and SunGard to manage the complete lifecycle of the desktop estate from OS build, to software deployment, conducting updates, licensing and asset management.

Kamal Patel, Principal Consultant, Dimension Data United Kingdom adds, "The solution was delivered under a fixed price/ duration contract to minimise risk, and to ensure that they could quickly start recognising the benefits of the solution to meet their commitments to their end customers."

Presland says, "One of the things that we were pleased about was that Dimension Data were able to tailor the solution to meet our specific requirements. We worked well with each other to make that happen. They also have the ability to work cooperatively with other partners."

Implementation

The entire project took approximately five months, from project initiation to project sign off. Dimension Data and SunGard formed a joint multi-disciplinary and multi-organisational project team, consisting of engineers from both companies to deliver the project.

A proof-of-concept laboratory was built to test how the solution could be implemented in a live environment. The solution was then put into production and worked successfully from go-live.

Presland says, "Dimension Data recommended that our engineers work alongside them throughout the entire project. This proved to be very valuable, as they transferred valuable knowledge to our staff. Most importantly, we created a partnership which we can call on in the future."

Patel explains how they were able to keep the cost of the project down, "Dimension Data does not go onsite with a complete project team, because of the high costs involved for the client. It often also causes challenges in transition and ongoing support for the client and in this case, their outsourced partner, SunGard. We bring a small team, which will work with the outsource partner or the client's team. This enables them to skill up during the project and to ensure that once we do a hand over, they know exactly the design decisions that were made and are able to upgrade the solution on their own."

Situation now

A major benefit of the solution is that Lewisham is now able to conduct a relatively large deployment of new machines in a very short time frame. "With the Dynamic Desktop Deployment implementation, the Council can build a machine from scratch within 40 minutes, thus minimising the time it takes to perform trouble shooting and to upgrade machines, says Patel. One of the very early successes of the solution was a successful upgrade of a business application tool used on desktops to allow staff to view online training manuals.

"This was an immediate demonstration of the benefits of SCCM and SunGard's preparedness to use it." Roger Fowles comments. Presland adds, "When we received the request from the council to upgrade the software, we were able to remotely upgrade 85% of the user base within a 15 minute period, without interruption to service. Most users were not even aware of the upgrade. This is something we would not have dreamed possible using previous tools and processes."

Fowles further comments on another successful upgrade project which was completed over a weekend involving an estimated 900 users: "Previously, our engineers had to manually install clients' software, and users may have lost a couple of working hours in the process. With this particular upgrade, 98% of our users received their software and were working on the following Monday morning without any disruption. We managed to cut the engineering time of deploying software by 75%."

Lewisham also utilises the solution for maintaining the desktop lifecycle from OS build to software distribution, security updates and patching Microsoft updates. Another benefit is that the solution enables accurate reporting on software usage, which in the longer term will help manage cost-related software licensing. Fowles says, "We can identify unused software and potentially save ourselves a lot of money in re-licensing products that we already own and are not being used. An example is that we previously had 300 licenses for Microsoft® Office Project and only 20 were in use. We are now able to reduce the licensing we need and match it to actual user requirements."

He concludes on the ROI expected from the solution: "We expect to achieve ROI quickly in terms of the money saved from not having to physically put engineers onsite with every software deployment upgrade."

Lewisham is now not only equipped with a tool to deploy Operating Systems (OSs) and software to all their machines remotely, enabling a significant reduction in engineering time, but also to manage their desktop estate more effectively.

"The project was delivered on time and on budget, not always the case with public sector IT projects. One of the selling points of SunGard that resulted in the original award of Lewisham's ICT support contracts was their willingness to work with third parties, and this project was another example of how successfully they are able to do that to both their, and the Council's, benefit"



The project was delivered on time and on budget, not always the case with public sector IT projects

About SunGard Public Sector

SunGard Public Sector UK serves a wide range of customers - public safety and justice agencies, local and central government and third sector organisations. Solutions include public safety and justice applications as well as systems integration, outsourced managed services, professional services, business process improvement and management consulting. SunGard Public Sector is pleased to have been awarded the Queen's Award for Enterprise in the Innovation category 2008, for its continued development of public safety systems, contributing to control room improvements and thereby saving lives. In the UK more than 50 million citizens - 86% of the population - are served by agencies that rely on SunGard Public Sector solutions.

www.sungardps.co.uk

About SunGard

SunGard is one of the world's leading software and IT services companies. SunGard serves more than 25,000 customers in more than 70 countries, including the world's 25 largest financial services companies.

SunGard provides software and processing solutions for financial services, higher education and the public sector. SunGard also provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software.

With annual revenue exceeding \$5 billion, SunGard is ranked 472 on the Fortune 500 and is the largest privately held business software and services company on the Forbes list of private businesses. Based on information compiled by Datamonitor*, SunGard is the third largest provider of business applications software after Oracle and SAP. Continuity, Insurance & Risk has recognised SunGard as service provider of the year an unprecedented five times.

For more information, please visit SunGard at www.sungard.com.

*January 2009 Technology Vendors Financial Database Tracker <http://www.datamonitor.com>

www.sungard.com