

Brighton and Hove City Council



Brighton and Hove City Council migrated to a Microsoft environment to improve productivity and council-wide interactions with the aid of NEC.

Brighton & Hove City Council has migrated its multi-vendor IT infrastructure to Microsoft technology, bringing together more than 4,500 staff across over 100 separate buildings in the Brighton and Hove area of East Sussex.

The Council engaged with NEC to deliver the project, which included the initial consultancy and solution design through to the build and deployment. After many months of careful project planning and implementation, the Council is well on the way to rolling out this complex Microsoft Migration program to all the staff.

At a Glance

- **Vertical:** Local Government
- **Solution:** Email migration
- **Size:** 4500 users
- **Project drivers:**
 - Reduce costs
 - Standardisation of IT technology
 - Improve productivity & interactions
- **Solution components:**
 - Microsoft Office and Exchange
 - Professional services

The initiative is part of a strategy to standardize the Council's infrastructure technology and desktop applications, with the aim of improving the potential for the sharing of information among staff. The changes will see Brighton & Hove move away from a Lotus Notes email system & Novell networking technology, to implement a fully Microsoft-based environment which will utilize Microsoft Exchange, as well as other Microsoft Office technologies deployed on all 4,500 staff desktops.

The move has led to significant cost savings against the previous infrastructure in the form of support and management costs. Additionally, it is expected to result in greater efficiency within the Council as a whole, with all users benefitting from the improved network performance and facilitating better interactions and communications between staff.

Email & Desktop Migration

NEC was engaged at the start of the project and researched the Council's requirements before producing a complex network design, to suit to an environment spanning 100 buildings. As Chris Reynolds, ICT Project Manager at Brighton & Hove, explains, "Our buildings range in size from modern, large, open plan environments to much smaller, older offices. Many of these offices have previously used their own small servers creating miniature network environments in each business area. The Microsoft migration project is *retiring* these older servers and giving staff access much larger, and totally sharable network resource in the form of our Storage Area Network fronted by our Microsoft Active Directory. This will offer new possibilities with regard to sharing information across teams and business areas."

When implementing a large network upgrade, detailed and continuous advice is essential to ensure the process runs smoothly with minimal disruption to staff. To help resolve problems, NEC has provided ongoing, regular consultancy sessions on areas which need troubleshooting, whilst also providing 24/7 telephone support to the Council for day-to-day issues as part of the support contract.

Commenting on the relationship with NEC, Reynolds concludes, "The relationship has been excellent. They have produced what they said they would when they said they would, on time and to budget. Whenever we had queries during the implementation phase the NEC consultants were able to address these queries in a very timely fashion and deal with any potential problems as they occurred. Now we have an ongoing programme of training, on-site support and 24/7 telephone support. This gives us peace of mind that we have a reliable IT partner we can turn to at any time."

Email & Desktop Migration

About NEC IT Solutions:

NEC IT Solutions, the European IT services arm of NEC Corporation*, is a provider of intelligent IT solutions designed to enhance business processes and empower technology customers within the public and private sectors. NEC IT Solutions engages directly with medium and large enterprises on a national and multinational basis, delivering customized solutions utilizing innovative IT, voice, data, mobile, video and networking technologies, from within NEC and from best-in-class industry vendors.

NEC IT Solutions designs intelligent solutions to improve business processes within five key areas:

- Communications and collaboration – Increase efficiency, improve productivity and reduce costs by integrating and embedding communications into business processes and applications, and facilitating flexible working strategies
- Security – Protect people and assets in the organization with data and IT infrastructure security, biometrics and intelligent video analysis
- Resource optimization – Locate, coordinate and manage resources effectively through the integration of applications and the use of intelligent track-and-trace technology, helping to improve productivity, customer service and reducing costs
- Knowledge management – Empower users to make quick and informed decisions by providing intelligent search and analytical capability with access to real-time information, anytime, anyplace, anywhere
- Intelligent interfaces – Integrate, consolidate and present information to be consumed and displayed in different ways, supporting the varied needs of users and business processes

These solutions areas are underpinned by a portfolio of network and infrastructure technologies and supported by a comprehensive suite of professional services support using on-premise, managed, outsourced and cloud-based delivery models. Professional services expertise includes project and program management, solution design, assessment & readiness audits, consultancy, deployment, management & monitoring, support & maintenance, integration and software development services.

**A Global Fortune 500 company, NEC Corporation is one of the leading providers of Internet, broadband network and enterprise business solutions, dedicated to meeting the specialized needs of its diverse global customer base.*

NEC Corporation was founded in 1889 and employs over 140,000 people around the globe, with customers in over 150 countries and millions of users consuming NEC technology daily. NEC has a rich heritage of technology innovation across the areas of IT, electronic devices and networking, and is committed to using its extensive experience in building highly reliable systems backed by state-of-the-art IT and network technologies, to realize an information society friendly to humans and the Earth.

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