

STAFFORDSHIRE COUNTY COUNCIL CASE STUDY

“SecureData have provided excellent consultancy services and have always responded quickly to support queries and issues. In addition they have provided added value by ensuring that we are made aware of new developments and industry practices to ensure that SCC can provide a secure and efficient service to our internal and external users”

Pam Rowley - Infrastructure Planning Manager

Customer Profile

Industry: Local Government

Location: Staffordshire, UK

Web: www.staffordshire.gov.uk

Cygnia Solutions Provided

- Firewall Upgrade
- Implementation Consultancy
- 24x7 service desk support

Business Results

- Cost reductions found in solution so overall spend was under budget
- Premium telephone support for 3 years, to fix issues quickly
- A trusted cyber security partner who could advise on the best options for future projects and solutions
- New and upgraded firewalls improving overall security for the council

Background

Staffordshire County Council provides services across the whole of Staffordshire covering around 800,000 residents with vital services including schools, libraries, social services, trading standards, highways and planning. The network team also provide firewall gateway services for a number of regional District Councils including, Staffordshire Moorlands, South Staffordshire, Lichfield and Staffordshire Connects.

The Challenge

Staffordshire County Councils three year firewall support and maintenance contract with SecureData was up for renewal. Although the local authority was very happy with the existing contract it had a requirement to review the market place for best value.

There was a need to replace some older firewall appliances at Staffordshire Moorlands and Staffordshire Connects as well as upgrading all the other existing gateways at Staffordshire County Council, South Staffordshire District Council and Lichfield District Council to the latest version and the management platform which required a complete rebuild of the infrastructure.

In order to get the best value for the authority Staffordshire decided to go out to tender and received interest from over 20 potential suppliers. The tender document was a comprehensive review with over 30 detailed points on how the prospective supplier would plan, upgrade and support Staffordshire County Councils firewall gateway infrastructure for the next 3 years.

The successful supplier would have to offer excellent consultancy and support services, proactive account management to keep the councils IT staff abreast of updates, smart licensing and keen costs to help the authority with their austerity budget.

The Solution

SecureData utilised their existing understanding of Staffordshire's Infrastructure and their expert technical security expertise to formulate a tender response that offered the authority an upgrade to the latest version of their firewall gateways, management console and replace the old appliances.

As part of the tender process SecureData was able to show Staffordshire County Council how it had performed against its service level agreement (SLA) for the previous 3 year contract, the results were all well within the SLA showing that the level of support had been excellent.

Through smart licensing, improved service delivery and consultancy, SecureData identified some key areas that would save Staffordshire a further reduction on the original budget whilst still offering an excellent level of service which would enable the authority to keep well within its service levels.

Staffordshire County Council were reassured that SecureData exceeded the tender criteria and that they were still the right partner to support their gateway firewall infrastructure and awarded them the contract to upgrade and replace their existing solution and support it for a further 3 years.

The Result

Once a detailed project plan had been signed off between the SecureData consultant and Staffordshire County Councils ICT team including a full risk register and back out plan SecureData went about upgrading and replacing the authorities existing infrastructure. The project was delivered without issue and on time including a tricky out of hours high availability management console upgrade.

SecureData's dedicated support service including 5 fully accredited engineers, who have many years' security experience were on hand to help 24x7 giving the authority peace of mind.

Business Benefits

- SecureData provided Staffordshire County Council an excellent tender response that proved them to still be the best partner to look after the authorities firewall gateway infrastructure.
- All of the firewalls and management stations are now running the latest version of the software ensuring the authority gateways are secure, stable and running at the most optimised performance.
- SecureData's service desk performance ensures that the authority receives 24x7 industry leading support backed up by the vendor.
- Staffordshire County Council has received industry leading security technical services and support providing best value for the authority.

ABOUT SECUREDATA

SecureData is a leading provider of cybersecurity services and solutions.

SecureData looks beyond point technologies to address cybersecurity as a whole. The company offers a comprehensive set of professional and managed security services across the entire attack continuum.

For over 25 years SecureData has been helping organisations assess risks, detect threats, protect assets and respond to breaches quickly and effectively ensuring essential IT infrastructure always remains secure and available.

SensePost, the consulting arm of SecureData includes some of the world's most preeminent cybersecurity experts. Trusted by both corporate and military organisations across multiple countries, SensePost helps organisations to protect IT infrastructure and stay ahead of evolving cybersecurity threats.

Operating across the UK, South Africa and the USA, SecureData has an enviable track record having delivered cybersecurity services for many business sectors including finance, insurance, retail, property, professional services, technology and government.



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