
CASE STUDY: R&W COUNCIL

What makes TransWorldCom so special for the Council?

Richmond & Wandsworth Council carried out a competitive tender process to appoint a new IT services provider. TransWorldCom were appointed as they appeared to offer the best equipment and service levels at the most competitive price.

The Challenge

Richmond & Wandsworth Council was struggling with their existing IT support provider. It was failing repeatedly, leading to outages across the network, and there was a concern that their aged servers would soon fail terminally, leaving the Council administrative function stranded.

IT was critical to the smooth running of the Local Council, and with the business spread across two separate sites, they needed a reliable and flexible solution.

The Local Council officers also needed the ability to work remotely on Council business, accessing e-mails and files from their personal computers.



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The Objectives

It was important for the Council to have a cost-effective solution with the best equipment. They also needed a service provider that would work in partnership and be responsive to their needs by offering good service levels. TransWorldCom met all these requirements.

The Solution

TransWorldCom carried out an audit to assess the Local Council's requirements and decide on the best solution for them. Microsoft Office 365 was selected as the most appropriate package for the organisation as it not only provided the flexibility they were looking for, but being cloud based, also provided additional business continuity assurance as files and e-mails could be accessed remotely, and via any machine connected to the Internet.

This meant that if the organisation suffered a power cut, or the office was closed for any reason, the administration of the Local Council could continue.

The Town Council were increasingly moving their business hours outside the normal 9-5, which meant that they had to have access to files and e-mails away from the office, and from personal laptops and computers. The solution therefore had to be robust and offer high levels of security by introducing a managed anti-malware service which included email, file servers and desktop monitoring.

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The Business Outcome

The solution offered the following advantages:

- ▶ Latest Windows Server Operating System providing additional functionality
- ▶ No single point of failure
- ▶ Less hardware required due to server requirements
- ▶ Cloud based e-mail accessible from any Internet enabled computer
- ▶ Managed anti-malware service

The Local Council were really pleased with how smoothly the transition went. Having expected to lose a day of work for the new systems to be implemented. They were surprised that systems were offline for only a short period of time which minimised lost working time.

Working in partnership with the Council, regular service reviews are held offering performance and project reviews. This has led to a more responsive IT service to all the Council's needs.

Summary

TransWorldCom enables the Local Council to have a cost effective and secure IT solution with better equipment and applications while working with a service provider they could rely on.

