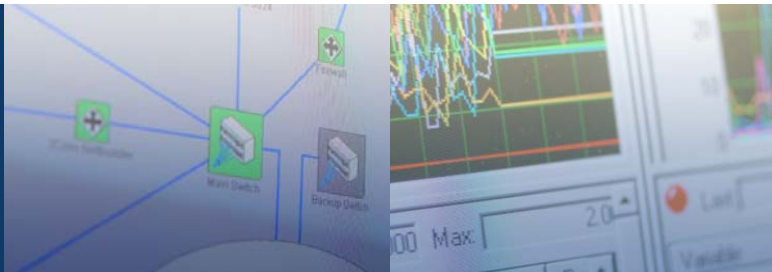


# Trafford MBC

## e-Enabling local Government

“The implementation of our new network infrastructure underpins all of our e-government and modernisation strategies.”



### The Business Issue

Trafford Council provides services for some 220,000 residents and visitors to a borough comprising a mixture of inner-city, suburban and rural communities.

Home to the world-famous Manchester United football club, the area has also seen significant developments in retail, cultural and housing schemes in recent years.

Like many local authorities, Trafford has been tasked by Government mandate to deliver all council services electronically by 2005. In addition, initiatives such as the National Grid for Learning (NGFL) and several local projects required them to review the suitability of their present IT infrastructure.

### Our Approach

EDS Global Field Services has formed a true partnership with Trafford - helping to determine an overall IT development strategy as well as providing networking solutions.

At the core of this strategy was an upgrade to the data network to link both the core council buildings, plus remote locations such as schools and libraries.

A remote access solution was also implemented in order to permit council members to access corporate applications such as email and mainframe systems.

The original design study was tasked with delivering maximum investment protection by allowing scalability for future sites and a high degree of security.

### Key Benefits

The delivered solution was based on providing a high-speed link between each of the 6 core sites using 155MBp/s microwave technology. Using advanced resiliency features to maximise availability, the network also support Quality of Service (QoS) to reliably support voice and multi-media services.

Secondary locations are connected to the core sites by a mixture of links including leased lines, ISDN and SDSL.

The chosen technology for the LAN at each site is based on Gigabit Ethernet for the backbone and switched 10/100Mbps to the desktop.

## Technology Featured

- Alcatel OmniSwitch core and edge switches.
- 155Mb ATM WAN links using private microwave circuits.
- Remote connectivity utilising xDSL circuits delivering a broadband solution to all locations.

## Services Featured

- On-site consultancy and project management.
- Design study to determine technical strategy, migration and implementation plans.
- On-going support for network infrastructure.
- Remote network monitoring and control.

## Building the intelligent network foundation

The full realisation of the e-Government initiative can only be achieved by a council that is able to deliver information and systems seamlessly across the whole organisation as well as the wider community. In the case of Trafford, this necessitated the creation of a single network connecting some 82 remote council buildings and 100 secondary and primary schools.

A particular feature of the proposed design was the adoption of high-speed microwave technology.

Boasting significantly reduced on-going costs over conventional leased lines, this solution also suited the close proximity of the core council sites. Further use of broadband xDSL circuits for the remote offices also allowed high bandwidth services to be provided at a minimal cost.

## Tailored service

EDS Global Field Services provide on-going services to Trafford, tailored to their exact requirements. Two full-time consultants assist with the development of future IT strategy, designed around the specific needs of the council.

This directly supports the council in delivery of best value IT solutions.

The entire office relocation was conducted over just one weekend, with all IT services operating as normal by Sunday evening.

## About EDS Global Field Services (GFS);

EDS GFS is one of the foremost providers of IT infrastructure solutions and services in Europe.

We reduce the complexity of ICT (Information Communications Technology), improve the quality of the ICT service capabilities of the customer and reduce the cost-of-ownership significantly and permanently.

GFS provides a focused and concentrated service portfolio of pre-defined ICT services aimed at fulfilling the needs of mid-sized companies. These are designed to provide total life cycle support (design, implementation, management) and vary from specific tactical out-tasking to a strategic fully managed service.

<http://www.edsgfs.co.uk>

"We've been consistently impressed with the services EDS Global Field Services has provided for us. Their staff have always been knowledgeable, helpful and on-hand to deal with both our day-to-day and long term IT issues."

**Tony Kettle**

Network Infrastructure Manager, Trafford Metropolitan Borough Council

