

Case Study

Tendring District Council

»The Fujitsu ETERNUS solution is scalable to 1PB which blew the competition away. Fujitsu also represented the best price-performance with minimal commercial risk«

John Higgins, IT Manager, Tendring District Council



The customer

Situated in the East of England on the Essex coast, Tendring District Council is approximately 130 square miles in size, with a population of almost 140,000. Its Town Hall headquarters is based in Clacton-on-Sea, the largest town in the district. Other towns in the district include Frinton-on-Sea, Walton-on-the-Naze, Brightlingsea and Harwich. The Council is responsible for local government across the district.

The challenge

Due to budgetary pressures, Tendring District Council was faced with an aging ill-performing infrastructure. Its servers and storage had been accumulated in a patchwork fashion over time and many had already reached end-of-life status. The organisation developed an IT investment programme in order to bring its systems up to date and reduce costs.

“Our infrastructure was failing so we put together a £1.5 million investment strategy with the proviso that it would achieve ongoing cost savings of 7.5 per cent,” explains Cllr. Giancarlo Guglielmi, Cabinet Member for Planning and Corporate Services. “We had 128 physical servers and a SAN that was not fit for purpose. We wanted to introduce a new virtualised environment that would increase efficiency and give taxpayers more value for money.”

This radical approach aims to mobilise the workforce, improve services to residents and drive down costs. The Council invited a number of vendors to tender for the business. Based on the key criteria of cost, chemistry and performance, Fujitsu’s ETERNUS storage platform was selected.

“We are introducing an electronic document management system in order to increase efficiency and free up real estate so we are expecting our data storage requirements to increase dramatically,” adds Higgins. “The Fujitsu ETERNUS solution is scalable to 1PB which blew the competition away. Fujitsu also represented the best price-performance with minimal commercial risk.”

The customer

Country: United Kingdom
Industry: Local Government
Founded: 1974
Employees: 533
Website: www.tendringdc.gov.uk



The challenge

Tendring District Council needed to replace its aging legacy systems with a new virtualised server and storage solution that would drive down costs while increasing performance and introducing mobility.

The solution

The Council is installing two Fujitsu ETERNUS DX200 storage systems, with 90TB of data storage, and 16 PRIMERGY RX200 servers to help support its Microsoft Hyper-V virtualised environment.

The benefit

- Introducing a mobile experience for employees increases productivity, flexibility and their interaction within the community
- Ongoing costs will be significantly reduced through lower power consumption
- Real estate currently dedicated to document storage will be freed up
- One intuitive GUI interface can manage the entire system, making administration simple, giving the IT team more time to focus on strategic objectives

Products and services

- FUJITSU Storage ETERNUS DX200
- FUJITSU Server PRIMERGY RX200

The solution

The Council is currently commissioning two Fujitsu ETERNUS DX200 storage devices, one of which will provide disaster recovery and business continuity functionality. At present, these devices together provide 90TB of data storage, which is more than enough for the initial 9TB that the Council needs to migrate. In addition, it has also purchased 16 PRIMERGY RX200 servers to help support its Microsoft Hyper-V virtualised environment.

"We have a 15 month server virtualisation programme and Fujitsu has been incredibly flexible and responsive in getting it up and running," says Higgins. "When we decided we wanted to increase the capacity of the SAN, for example, it was able to deliver the extra memory and hard discs in a matter of days. That helps our project keep on track."

The Council is using Citrix Zen Desktop to provide virtual desktops to all users, supported by Fujitsu ETERNUS storage and PRIMERGY servers. It has also virtualised 30 servers and is in the process of decommissioning its existing 128 physical servers. Over the course of the project, it expects to migrate 120 applications including Northgate for its revenue and benefits services, Agresso financial systems and iDox which supports planning, environmental health and licencing.

The benefit

The organisation is expecting to reap significant benefits as the programme matures. Not only is performance improving but it is also able to offer a true mobile experience to its employees. This is improving productivity and is encouraging them to spend more time in the community where they are most needed.

"Using laptops and tablets means we can get our people out of the office but still give them the tools they need, thanks to the virtualised backbone of the new infrastructure," continues Higgins. "Furthermore, I'm reducing my capital reinvestment costs and expect to drastically cut the amount spent on support costs, electricity and air conditioning."

The new environment is also reducing the pressure on Higgins' team and freeing them up to concentrate on adding more strategic value to the organisation: "The historic, organic growth of our IT systems bred complexity. This new simple, virtualised approach on a single SAN platform is easier to support with one GUI to manage everything, meaning we will be spending a lot less time firefighting and can focus on more important issues."

Conclusion

Tendring District Council has formed a close, collaborative relationship with Fujitsu which has enabled it to design and deploy an IT infrastructure fit for its needs, with lower costs and better performance.

"Fujitsu's flexibility and willingness to engage have set it apart from other vendors," concludes Higgins. "One of our concerns was that, historically, SANs rarely delivered on promised capacity and performance. Fujitsu not only delivered on its promises around its ETERNUS storage solution but also on its ability to help us design the programme and make it happen."

"Fujitsu has been proactive in offering advice and assistance and has taken the time to learn exactly what we are trying to achieve. That's helped make this ambitious programme a success."

John Higgins, IT Manager, Tendring District Council

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