Transforming technology to save lives for East Sussex Fire & Rescue Service

East Sussex Fire & Rescue Service (ESFRS) had a bold vision for the future, but their ICT infrastructure was holding them back. We delivered the expertise they needed to do what they do best: saving lives.

ICT has a huge impact on the speed and effectiveness of ESFRS's response. They had an ambitious vision for the future, and so they needed a partner who could not only run their existing services, but transform them for tomorrow.

Our approach

Firstly, we established a Target Operating Model. This mapped out how ESFRS could evolve by exploiting new technologies, enabling departmental and organisational efficiency, and encouraging interoperability with other public sector partners.

Before we started to bring in the changes we ran their existing infrastructure, including the TUPE of five of their staff into our team and created a catalogue of 130 different ICT services. We do this using our Shared Service Model, enabling ESFRS to improve efficiency, while retaining control, collaborative direction and gaining an all-encompassing overview of their ICT activity.

We drew on our experience of working with emergency services customers and found ways to reduce costs and promote value, while ensuring excellent governance, service quality and technical innovation. The services provided cover the full spectrum of IT Operations, desk top support and frontline emergency mobilisation.

Key elements of our approach:

- A best-in-breed virtual infrastructure for compute & storage
- Collaborative contract management and strategic ICT alignment
- Secure emergency service – 24x7 service desk and NOC

Client:

Challenge

ESFRS provide protection, prevention and response services to more than 800,000 people. They needed a strategic partner who could modernise and manage their ICT – and support them as they changed.

Solution

We applied all our expertise to transform their technology infrastructure and deliver a 7 year fully-managed ICT service. This included shifting business applications to Microsoft best practices, converting servers from physical to virtual, and building an Enterprise-class virtual infrastructure.

Benefits

As their dedicated partner, we have improved the end-user experience, enabled true mobility, and supported their HQ relocation. We now deliver over 130 different services from a defined IT catalogue to 850 users across ESFRS, allowing their in-house team to focus on their long-term strategy.

- ITIL service management and governance
- 3rd party and vendor management
- Access to consultancy and professional services

Key technologies

Virtual Infrastructure

Using virtual infrastructure gives ESFRS a scalable, private cloud computing and storage service. This provides the foundation for transformation, enhancement and expansion. telent has a unique approach to virtual infrastructure, using best-in-breed technologies from a range of strategic partners across the areas of compute, networking, SAN storage and virtualisation.

The benefits of telent's virtual infrastructure approach

Mobility: Using Microsoft Remote Desktop Services (RDS) and Cisco AnyConnect, provides a truly mobile desktop solution. Users are not tied to any device type or workplace.

Value: Maximises value for money by lengthening the lifespan of existing end-user devices due to the low compute footprint. A 'replace on fail' refresh over the duration of the contract enables us to standardise their devices while reducing any significant upfront costs.

telent's approach also provides:

- A flexible platform for growth
- Improved resilience and availability
- Improved application performance and cost efficiencies
- Improved application and system integration
- Improved ability to share services

Evolving applications

To meet ESFRS's immediate need, we initially adopted ESFRS's existing applications with our support services ensuring they met the required levels of service. Our Technical Design Authorities then created a roadmap to identify the transformation opportunities within existing technologies, minimising any risk to ESFRS.

A key element of this roadmap is enabling the Fire Service to become Public Services Network (PSN) compliant. This will allow ESFRS to connect to the new Emergency Services Network or (ESN) to be ready for further collaboration opportunities with public sector and blue light partners.

"After telent were engaged to undertake the maintenance and support of our technology estate, and after a period of stabilisation, we have seen a significant reduction in IT incidents logged and a pleasing increase in reliability, with telent continuing to successfully deliver against their SLAs. ESFRS are investing in a major IT infrastructure refresh and new capabilities to support the business needs of our service and telent will provide critical support to ensure we deliver efficiently, effectively and maximise digital and technological opportunities."

Dawn Whittaker, Chief Fire Officer & Chief Executive ESFRS.

What were the results?

Under the new telent managed service, ESFRS increased mobility, performance, availability, and resilience. We were also able to identify further opportunities to improve efficiency and reduce costs, without putting continuity at risk.

We are delighted to have become a trusted part of the ESFRS team. We now support them across a broad range of IT services to make sure nothing stands between them and their life-saving work.