



# Tandridge District Council

## Case Study

Assistance with the specification and procurement of a managed voice and data network proves to be the perfect proposition for Tandridge District Council.



### The Client:

Tandridge District Council is one of 11 district councils in Surrey, providing services alongside those of Surrey County Council. The Tandridge district has a population of 79,000. Three Council departments employing approximately 360 staff deliver the District Council services, which include benefits, business rates, community safety, council housing, council tax, elections, environmental health, parks and open spaces, planning, recycling and rubbish collection. Today, there are 330 users at 2 main Council sites plus approximately 30 satellite remote workers such as wardens that require efficient voice and data connectivity to deliver Council services on a daily basis.

### The Challenge:

PTS Consulting (incorporating Improcom) has been advising Tandridge District Council on its ICT systems and processes since 2001, via the Advance service. Advance provides ongoing support, advice and industry information to the Council on a range of telephony, mobile and data communications issues, via a nominated consultant and Freephone access to a helpdesk service.



Over the years, this service has allowed the Council to seek ICT guidance as and when required, whilst maintaining control of internal ICT resources. The Council's network infrastructure has evolved over a number of years, with the voice and data hardware, network and maintenance support services being delivered by a mixture of best of breed suppliers, all of which were managed by the Council's internal IT support unit.



**Transformational Government:** In 2002, the Council launched its "e-government" project in line with Central Government initiatives to ensure that the ICT systems in place would help Tandridge District Council to deliver the best possible service to local businesses and the public. Over time, the range of ICT services supported by the unit grew and dependency upon the unit increased. Further Council operational developments also created a need to support remote workers and mobile users at Tandridge District Council.

By 2006 as the Councils moved towards "transformational government", the ICT unit recognised that in order to provide the necessary expertise for the range of functions now supported, the unit would need to source additional services, or expand, to prevent internal resources becoming overstretched. While the unit had been successful in constraining costs thus far, they now had to find a cost effective way to acquire the resource that would provide the additional network functionality required. The decision was taken that the Council would outsource some of the



externally based services currently supported in house by going out to market for a new managed voice and data network. Stuart Mitchenall, Head of ICT for Tandridge District Council explained: *“The Advance service delivered a great deal of value to Tandridge District Council over the years in terms of market knowledge and technical advice. Therefore when we made the decision that we should rationalise our services and source a new outsourced managed network, it was logical to use PTS Consulting to help us with the specification and procurement. We simply couldn’t continue to manage everything in house. The increased dependency on our network left us in danger of spreading our wings too wide. The challenge was to source an improved service on a single contract with a tight budget. We were confident that PTS Consulting could help.”*

## The Solution:

**Specification of single Managed Service contract:** PTS Consulting (incorporating Improcom) was retained to rationalise the number of existing support contracts by helping Tandridge District Council specify and tender for a



single managed service contract. The new contract would supply telephony, data network and network access services to meet the Council’s communications requirements. The new managed voice and data network services will provide a cost effective, resilient and flexible infrastructure that will be used as a platform for the delivery of existing and future council services. Mobile workers will also be connected to the new network, making day-to-day exchange of important data much easier. Stuart explained: *“Previously, our*

*satellite workers were cut off from the corporate network, so I had to physically replicate information and send it to them. The new network will allow me to securely and easily distribute important information via our Intranet which employees can access instantly – which is so much easier than having to print off 30 copies of a message and physically send it out!”*

**OJEU Tender Specification:** PTS Consulting (incorporating Improcom) helped Tandridge District Council compile a detailed tender specification with which to go to market. It was important to accurately translate Tandridge District Council’s requirements into the specification in order to proceed with procuring the best possible contract through OJEU (the Official Journal of the European Union). Matt Mitchell, IT Manager at Tandridge District Council elaborated: *“It was a challenge getting the specification together, as we were looking for better resiliency and performance from a single contract. It was imperative to get the tender right so that we could find a supplier that could deliver all the services that we needed over a single platform. PTS Consulting has a wide skills base, which helps when dealing with converged technologies. With an advanced knowledge of handling competitive dialogue within the system, PTS Consulting was also particularly helpful in guiding us through the OJEU process.”*

## The Benefits:

The ultimate goal of the procurement is that Tandridge District Council will have a single point of contact to manage all the disparate parts of a new converged network. This exercise will benefit the Council fourfold by: releasing valuable internal resources for other necessary activities; protecting network investment; increasing efficiency; and, delivering a stable and flexible platform for future growth.



Key benefits that the project delivered to Tandridge District Council included:

- Ongoing advice and guidance from the Advance Service when and where it is needed.
- Specification and procurement of new fully managed telecommunication network services.
- Consolidation of multiple voice, data & mobile services into a single contract.
- Improved network performance and stability for 350 users.
- Network connectivity for satellite / mobile workers.
- Flexible platform delivering greater control and manageability.

### **The Verdict:**

Matt Mitchell, IT Manager at Tandridge District Council concluded:

*“With PTS Consulting’s help, Tandridge District Council hopes to achieve our objective of increasing efficiency via procurement of a new managed network service. PTS Consulting’s working knowledge of the market and excellent relationships with major vendors has made PTS Consulting an independent presence and critical partner throughout this project.”*

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#### *About PTS Consulting*

*PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. [www.ptsconsulting.com](http://www.ptsconsulting.com)*