Central Government

transform.

Secure public
services for society

SCC

02

Sector: Central Government

we simplify.

Transformational technologies

Introduction

Christopher Jump,
Sales Manager, Central Government & Defence

The combination of post Brexit outcome and recovery from Covid 19 is placing the UK government under unique pressure. Citizens understandably demand and expect a modernised set of services, and to live in a safe and prosperous country, which the government is attempting to deliver with limited funding and often unsuitable commercial arrangements. It is against this backdrop that SCC demonstrates its value and experience by offering relevant technologies services supported by solid group investment, a unique set of partners and payment options.

Transforming to a "digital landscape" is the ambition of all government departments, and at SCC, we are already helping many customers on their digital transformation journey by architecting technical solutions, designing and running transformation programmes, and underpinning the resulting services through our network of Service Centres. Our Supply Chain and Asset Management services deliver additional control and value from legacy services, while our experience in business change gives our customers the confidence they need to engineer process and behavioural transformation. Furthermore, our cyber security and connectivity offering is helping organisations develop their network defences, and through our Internet of Things (IOT) practice, we are bringing to life the power and value of IoT by solving critical problems such as workspace utilisation, asset tracking and worker safety.

Central Government is in a position of disruption and change, but at SCC, the trust placed in our government partnerships is sacrosanct and enduring. The challenges of working in this unique, everchanging environment are informing our next generation of products and services to enable us to be an ever-growing presence in this critical sector.

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Key Challenges in the Central Government Sector

Collaboration between Organisations, Departments and Citizens

A better balance is needed between central, devolved and local government, where local government, public, private and third sector and communities themselves are empowered to deliver levelling up. Local engagement and involvement in decision-making is vital to levelling up but must also happen in a context that's aligned to national objectives set centrally.

To help kick-start the Levelling up process, the government is making changes to the way it supports economic growth locally across the UK. These include spurring on the regeneration of town centres and high streets, improving transport links and infrastructure and investing in local culture through the Levelling Up Fund, while also giving communities a stronger role in sustaining cherished community assets. Alongside this, it is considering governance structures at a local and regional level in England, including reviewing local enterprise partnerships.

To address long-term inequality challenges, the UK will need to think more broadly and deeply about what interventions will have the biggest impact on the place people live. That means investing in social infrastructure

and housing and opening up opportunities through a focus on jobs, education and skills.

The government, must also engage businesses who must step up and play their part in delivering a fair recovery across the UK, with a particular focus on reskilling and upskilling, to ensure people are equipped with the skills they need for future jobs.

Sustainability and the Greener Economy

As we look beyond the pandemic, it's critical that central government has plans in place for how to catalyse the economy for fair and sustainable growth, while also enabling it to become more digitalised to meet people's needs and greener to help the UK meet its challenging carbon reduction targets and deliver Net Zero. Many people have led their lives closer to home during the pandemic and this has seen them reassess their priorities around life and work. We've also seen the pace of automation accelerating alongside increased awareness of climate issues. This combination means that some of the jobs lost to the pandemic are not returning and many of the new jobs will be in the 'greener' economy.

The move to cleaner economic growth, through low carbon technologies and the efficient use of resources, is one of the greatest industrial opportunities of our time. By one estimate, the

UK's clean economy could grow at four times the rate of GDP. Whole new industries will be created and existing industries transformed as we move towards a low carbon, more resource-efficient economy.

Environmental Social Governance (ESG) has indicated an investment in sustainable, environmental initiatives that can boost productivity and an investment in people that can provide more equal opportunities across the UK, therefore helping to level up the economy. Communities of employees, citizens, suppliers and other stakeholders are demanding more careful consideration over how government manages its ecosystem and operations and the wider impact it has on the world. ESG is set to become more crucial in everyday service delivery and it is almost a certainty that the government will be influenced more by social value in the months and years ahead.

A minimum of 10% must be given to ESG objectives in each procurement and bidders must be able to demonstrate or verify local and relevant ESG practices and outcomes (and those who cannot face significant disadvantages to winning the contract).

Streamline the adoption of the Cloud and use of Technology Innovations

With public sector cloud computing playing a crucial role in governments' efforts to provide new citizen-centric services, it is no surprise there is a strong desire to move to cloud. This is due to the UK government's cloud first strategy announced in 2013 which has been adopted by all parts of the UK public sector.

As a result, over the last five years, public sector cloud computing and central government G-Cloud spend has been rising and the trend suggests it will continue on this trajectory. In fact, research found that public sector cloud computing adoption has increased by 49% as a direct result of the Covid crisis. Although there are trends in growth, the rate of public sector cloud computing adoption is behind in comparison to G-Cloud spend by the Central Government. For example, a survey suggests that 85% of public sector organisations have cloud security reservations with 63% yet to adopt a dedicated cloud strategy. As a result, 70% of their infrastructure and 73%of their data remain on-premise.

Different verticals within the public sector are at different stages of their cloud adoption

policy, which suggests that there isn't a clear strategy or policy around the use of cloud technology. For example, central government are mandated to adopt the government cloud first strategy before considering any other option. NHS organisations on the other hand have major concerns about losing control of sensitive patient data and have been more reluctant to go down this road, which suggests that migrating traditional and sensitive systems from on-premise environments to the cloud is a clear issue.

The impact of AI within business across the UK is predicted to be hugely significant in the coming decade. Universities, big tech and start-ups are already paving the way, seamlessly integrating AI technologies into our everyday lives. The UK government cemented its commitment to AI in the first-of-its-kind 2021 National AI Strategy, which outlined plans to stimulate the development of AI technologies. This National AI Strategy will signal to the world our intention to build the most pro-innovation regulatory environment in the world.

Mitigating the risk caused by an Outdated Infrastructure

There is no clear plan to replace or modernise legacy systems and data that are critical to service provision but are often unsupportable, vulnerable and a constraint on transformation. Legacy systems, some of which date back to the 1970s, are widespread across government, which relies on them for important services, such as managing the UK's borders and paying the State Pension.

Many of these systems are stable and performing acceptably at reasonable cost, but others are high-risk, unreliable, contain security vulnerabilities or frustrate business transformation. Despite this, departments have a limited understanding of their legacy estate and central government does not have an ongoing process for assessing and understanding what cross-government legacy risk looks like. The Central Digital and Data Office (CDDO) is now testing how it can gather information on departmental legacy systems. The CDDO hopes to prioritise where departments most need to take remedial action using a risk based model and to roll this out more widely at the start of 2022. This is encouraging and we look forward to seeing the centre and departments take concrete action to begin to address high risk legacy systems this year.

Departments have failed to understand the difference between improving what currently exists and real digital transformation, meaning that they have missed opportunities to move to modern, efficient ways of working. The Cabinet Office concedes that too often operations and services fail to recognise the fundamental inefficiencies of legacy systems and their data and instead build new systems on top of these using the old data. Cultivating better systems analysis, data analysis and design skills would help government gain a greater understanding of where to focus its efforts.

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SCC's Services for the Central Government Sector

SCC has worked with Central Government organisations and departments for many years, during this time we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our customers in the sector. Our full portfolio applies to many areas that can support our central government customers dependent upon the specific natures of their business however we consider the following to be critical as the sector continues to evolve.

Supply Chain

End-to-end supply chain management from procurement through to recycling and destruction.

Payment Solutions

SCC's Payment Solutions design bespoke payment agreements for all asset types incorporating all the intrinsic steps in the lifecycle of an asset and providing them on a simple 'cost per asset' basis.

Connectivity and Security

Modernising the underlying infrastructure of an organisation is key to enable access to technology innovations which drive real business insight, opportunity and cost savings.

Strategic Consultancy

SCC's Strategic Consultancy Practice helps customers to build their strategy in the right way and in the right order and most importantly before they make a significant technology investment.

SCC Collaboration

SCC's collaboration and communication solutions give employees the tools, technology and training to work effectively and efficiently together.

Supply Chain

The COVID-19 pandemic has driven organisations across the globe to swap to home working or flexible working for their employees and central government have not been exempt from this. The COVID-19 pandemic has highlighted the risk of not maintaining the IT estate, with legacy infrastructure being a barrier to adopting these new working practices which are expected by today's modern workforce. As supply chain issues caused by component shortages hit many IT providers accessing the kit required to remain operational is becoming challenging.

Partnering with SCC will give central government access to our 1000's of vendor partners and suppliers as well as our massive stock holding, stored across the UK to enable fast configuration and delivery to our central government customers. SCC can offer a one-stop-shop for our government customers.

Our Approach

We hold the highest level of accreditation with most major vendors and have established key relationships at both distribution and reseller level. For central government customers, this means we can guarantee access to technology and obtain it with preferential pricing and higher levels of vendor support. In addition, the scale of our distribution and logistics operation means we can keep large stockholdings on the customer's behalf to provide greater assurance of supply, even when there are constraints in the supply chain.

Product Supply

SCC's supply services are underpinned by a comprehensive account management structure who establish each customer's logistics and order fulfilment challenges and requirements. Using our eBusiness asset management system Lifecycle™ helps central government organisations to reduce the administrative and transactional cost of purchasing IT equipment through a pre-defined catalogue of products available to order by the end user, with approval processes built in. Lifecycle™ also enables central government organisations to set the foundations of a stable asset register at the front end of the lifecycle and manage ongoing risk and compliance obligations through to the asset retirement stage.

Configuration

Prior to delivery to the central government customer, SCC will configure the device at our National Distribution Centre. This includes comprehensive configuration, image management and asset tagging for laptops, desktops, tablets, mobile devices, servers and switches. This facility has the capacity to roll out 780,000 configured devices annually and is designed to process up to 1,000 builds per shift, within agreed contractual service levels.

Recycling Services

To meet compliance requirements and ensure the safe destruction of data carrying devices to protect sensitive information, Central Government organisations need to work with an approved, secure recycler. SCC offer a number of recycling services including data erasure/destruction, full device destruction/recycling or an option to remarket and redeploy kit back into the organisation. For organisations with enhanced security protocols we can recycle devices on the customer site. Our service portfolio contains both government and MOD approved services.

Our services are designed to optimise the lifespan and overall value of assets in the customer's IT estate, encompassing their individual requirements, compliancy obligations, data security and CSR objectives. These can be particularly effective services for Central Government organisations, to help in the move towards sustainability and the government's own Net Zero ambitions.

Why SCC Supply Chain Services for Central Government?

To achieve their transformation goals, central government organisations need to have a reliable supply of IT equipment available within tight timeframes and with a number of delivery options to reach their flexible workforces. Purchasing kit up front for large roll out products and storing it in SCC's secure warehousing facility ready for configuration and delivery will enable central government customers to purchase IT at current prices and mitigate the risk of inflation which the UK economy is currently facing.

With the current drive for energy efficient devices, many organisations are upgrading their IT infrastructure and devices to meet sustainability requirements. This is causing global supply issues, which SCC can mitigate through our partnerships with vendors and suppliers, giving us plenty of avenues to ensure the availability of products for the central government sector. Additionally utilising SCC's Lifecycle™ will enable central government greater visibility of their IT assets, enable them to track usage and retire as required, eliminating the risk of unforeseen data exposure.

Payment Solutions

The current economic and regulatory climate, as well as changes in constituent and employee expectation are driving central government organisation to transform working practices to become more agile, competitive and drive cost savings. Utilising the latest IT technologies is key to the success of long-term transformation, however legacy environments and outdated IT kit are holding government organisations back from achieving their full potential. At a time where budgets need to be maximised, investing in IT equipment which will rapidly become outdated and depreciate in value, will not be high on the agenda of central government organisations despite the benefits of modernisation.

SCC's Payment Solutions service mitigates the initial investment in IT equipment by enabling central government organisations to transition from a Capex procurement model to an Opex model, where our specialist team structure a payment profile against the customer technology projects to suit their budgetary needs. This allows organisations to utilise the latest IT innovations whilst predicting future IT spend and keeping costs down.

Our solutions utilise our relationships with trusted financial institutions and vendors to help our customers advance their technology needs and meet their strategic objectives. We can deliver a consumption-based model across all areas of technology from end user compute through to data centre services.

Our Services

Anything "as a Service"

The intention of SCC's 'as a Service' consumption model is to ensure that central government organisations who are currently trapped by their legacy infrastructures avoid sweating assets for longer than is needed. Continuing to use obsolete technology requires additional support and has more associated costs, including the cost to recycle the asset following decommissioning from the IT estate. SCC's solution incorporates all the intrinsic steps in the lifecycle of an asset and provides them on a simple 'cost per asset' basis.

Working with customers we can design payment agreements for all asset types including End User Devices, Infrastructure, Storage, Print, Audio-visual, Mobile and any associated services. Our agreements are bespoke to each requirement and can be structured to cover from 12 to 60 month periods.

Device as a Service (DVaaS)

Our DVaaS solution encompasses the full lifecycle of IT asset procurement including catalogue management and purchases, configuration and delivery, maintenance and support and finally, decommissioning and recycling. This removes the burden from central government internal IT teams of managing a complex IT estate and allows them to focus on delivering against strategic objectives.

Utilising our proprietary catalogue software Lifecycle™, customers and their users can log on to purchase pre-agreed IT bundles from leading IT vendors which have a fixed term and monthly charge. This can be an individual purchase or bulk purchase and all selected bundles are configured and then delivered to either a centralised location or directly to an individual user. Support for the maintenance of the equipment is then delivered by SCC's geographically dispersed fleet of IT field engineers. Following the agreed refresh date, all IT is returned to SCC to be securely refurbished and either disposed or remarketed.

Room as a Service

The shift to hybrid working is driving demand for more video conferencing enabled meeting spaces so that all staff can collaborate effectively. With studies showing that in approximately 94% of meetings at least one participant will attend virtually. Now seen as a business-critical tool, central government are having to invest in first class audio, video and workflow solutions to meet staff and constituent expectation, who increasingly expect to interact remotely.

SCC Collaboration deliver ready-made video conferencing enabled meeting room functionality via monthly subscription. We offer affordable pricing per room per month across a range of standard room types from Small up to Boardroom sized meeting spaces ensuring consistency and a simple collaboration experience. We design, install, configure, test the collaboration technology, provide training and then deliver ongoing support. Technology refreshes are built into the service to ensure customers benefit from new developments in collaboration.

Software Payment Agreement (SPA)

Renewing software and support on an annual basis means having to negotiate a new contract each year. Vendors will typically increase prices each year for a renewal, typically by anywhere between 5%-25% per annum. Central Government organisations will also have to factor in administrative costs associated with managing the procurement process. Many vendors offer discounts for multiyear options as they want to secure customers, however these incentives usually require organisations to pay the whole cost up front.

The SCC Multiyear Software Payment Agreement solution allows Central Government organisations to take advantage of multiyear discounts from vendors whilst also being able to pay for the solution on an annual basis as if they were renewing annually.

Why Payment Solutions for Central Government Organisations?

Central Government organisations need to safeguard their spending at time of uncertainty, but also need to transform IT infrastructures to be agile in line with changing expectations. By shifting to a commodity pricing structure, central government organisations will be able to free up cash for investments and projects that will drive improved public welfare and growth. The circular economy of the SCC service will also support sustainability objectives through the sustainable recycling of IT.

Sector: Central Government

Secure public services for society.

Connectivity and Security

Central Government agencies and departments are being challenged to deliver focused services to ever more demanding citizens; citizens that want instant online access to services, on various devices. Additionally, a move to flexible working is challenging the underlying infrastructure of central government organisations as their employees need to interact and collaborate effectively, from any location.

Modernising the underlying infrastructure of central government organisations is also key to enabling access to technology innovations which drive real business insight, opportunity and cost savings, such as AI and Robotic Process Automation.

SCC has been providing network solutions to central government for over 20 years, amassing a huge range of experience in the industry. Our dedicated networking professional services team are highly experienced in the design and implementation of network technologies. They work closely with our central government customers to understand their requirement in detail, through a range of consultancy services including a health check service which reviews the existing environment and how it underpins key initiatives that the government needs to deliver on.

As government continue to move to a cloud first approach, today's Wide Area Connectivity options offer a great transformation opportunity for government organisations, allowing them to collaborate securely across the network and support hybrid working for office locations.

Local Area Network (LAN)

The LAN is the bedrock of the network, as a stable, reliable and scalable solution is needed to underpin connectivity requirements across central government buildings. Elements such as Internet of Things are presenting a wider challenge for central government organisations as many different devices and systems are now network enabled.

The management of the network is a key consideration, with newer technologies offering automation of various tasks to streamline day to day standard central government network functions. SCC has a range of options for the LAN to ensure that it underpins central government now and into the future and we have the experience helping a wide range of organisations to update their network according to their specific requirements.

Wireless

Wireless has become the standard connectivity medium for most users, whether it be corporate central government users or guests trying to access the network. The challenge is that wireless was originally an overlay to the wired network being installed into areas such as meeting rooms and break-out areas, but now wireless needs to provide ubiquitous coverage across an entire organisation and with more and more devices being connected, consideration around user density needs to be factored in as well.

SD-WAN

Wide Area Networks are a staple of any central government organisation connecting the various offices and buildings together has been a requirement for many years, but SD-WAN now offers an alternative approach, where underlay technologies, such as direct internet access, not only offers better value for money, but a better architecture for today's central government in their new cloud connected world. Couple this with the enhanced security capabilities that Secure Access Service Edge offers or elements such as Network Access, Secure internet gateway, cloud firewalling and Cloud Access Security Broker, this offers a fantastic approach to address central government's new hybrid working requirements. SCC's Secure SD-WAN capability offers a one stop, end-to-end approach to provide a managed service offering that really delivers against these requirements offering great value or money and a flexible, secure approach to Wide Area Connectivity.

Why Connectivity and Security for Central Government?

For many central government organisations, the previous path of digital transformation has been accelerated through the pandemic, as consumers have increased their reliance on technology, digital platforms and have adopted innovative ways to reach their central government representatives. The increased demand for greater devolution and a better balance between Local Government and Central Government will

need to be achieved carefully and securely, in a context that's aligned to national objectives set centrally. This brings with it risk and changing government structures, which need to be adapted to ensure connectivity from top to bottom in a new, more equitable and secure way. SCC's approach offers an extension and evolution of the network infrastructure, which couples a managed service that helps to save money on previous added resource, with enhanced security capabilities that are important, due to the increasing threat of cyber attacks.

Strategic Consultancy

SCC Professional Services can provide a wide range of general, vendor independent consultancy services that can address a myriad of central government requirements. Our architects and consultants have extensive experience of delivering consultancy services for central government organisations of differing sizes enabling them to offer genuine, real-world insight and experience to our customers.

Digitalisation, a shifting international landscape and budgetary pressures are all adding to the need for central government organisations to evolve at pace. Central to seizing the opportunities hidden within this complex environment are large-scale innovation and transformation. It is needed to understand public demand through omni-channel avenues and evolve to meet those needs.

By exploiting the opportunities and managing the risks of digital technology, we deliver innovative and award-winning services based on the latest technology, training central government teams to achieve ongoing success.

SCC's Strategic Consultancy Practice can be broad and considers a range of subject matters and/or problems. It contains some of our most senior and experienced Enterprise and Solution Architects who engage at up to and including the most senior levels with customers. Utilising tried and tested methodologies derived from industry recognised frameworks such as The Open Group Architecture Framework, our consultants can deliver a broad range of services including:

- Technical presales support for complex and multi-tower engagements.
- Review and definition of a customer's strategic principles.
- Review and development of an existing IT strategy.
- Maturity assessments, either targeted or wide scope.
- Assess the current state (as is) of a customer's environment and help define the desired future state (to be).
- Create a technology roadmap that details the journey to the future state.
- Define and govern technology transformation programmes and complex service migration.
- Complete cost assessment and transformation exercises.

Engagement with the strategic consultancy practice has shown itself to be a positive first step for customers new to SCC, helping them to build their strategy in the right way and in the right order and most importantly before they make a significant technology investment.

Focus Areas

The key focus areas of SCC's consultancy services are as follows:

- **Modern Workplace** – Desktop transformation, Microsoft 365, configuration management application delivery, VDI, MDM, technology adoption.

- **Enterprise Solutions** – Data centre modernisation, server/compute, storage, backup, virtualisation, converged and hyper-converged solutions.

- **Network and Network Security** – LAN, WAN and WLAN, software defined networks, next generation firewalls, IDS/IPS, identity and network access services.

Why Strategic Consultancy for Central Government?

With the eyes of the public upon them, central government organisation's tread cautiously when it comes to investing, often seeking external consultation to help decide their path to digital transformation including, identifying IT strategy, rationalising software spending and hardware investments, among a flood of other advisory categories. Central government spending on consultancy has rocketed in the past five years, with Brexit and the pandemic making the trade lucrative for advisors. Between 2017 and 2020, approximately £450m was spent on consulting fees related to Brexit by government departments, with the receipts for COVID-19 contracts coming in at over £600m. At SCC we can help central government understand what they have, where they want to be and how they are going to get there, combining our specialist expertise with experience and insights from across both the public sector and the private industry.

From implementing new IT to developing the workforce and embedding complex culture change, we help make central government organisations more agile and efficient.

Sector: Central Government

SCC Collaboration

Government organisations are continually challenged to do more with less, to deliver front line services to their customers with diminishing financial resources, whilst delivering efficiency savings, managing compliance with performance standards and legislative regulations. This is exacerbated by the increased need for and reliance upon technology – accelerated by the recent surge in remote and hybrid working.

SCC Collaboration's services combine audio and videos services with unique payment and support solutions to give our central government customers a collaboration platform which maximises productivity and communication between departments, employees and citizens. We give government employees the tools, technology and training to work effectively and efficiently together. Working closely with government agencies we utilise our industry expertise and experience to develop Communication Strategies which align to their business objectives. Utilising our vendor partnering capabilities we can combine top tier technologies, applications, devices and networks to help Government organisations maximise the benefits of cloud-based communication solutions.

Our Collaboration Services for central government include:

Collaboration Spaces

Bridge the gap between in-person and remote meeting attendees to speed up decision-making processes through the use of online meeting room experiences, which offer zero-trust secure end-to-end encryption and security identity. Our video conferencing systems connect government employees from multiple locations removing the expense and time consumed by travelling to meetings. Meeting attendees can wirelessly present and share information from any audio-visual capable device fostering genuine teamwork and team interaction, regardless of the attendees working location. The rooms can also easily connect government agencies to citizens through virtual town halls and other similar events. SCC's collaboration rooms combine HD video with high quality audio to allow participants to interact clearly real-time.

Intelligent Workplace

As hybrid working solutions proliferate businesses across the country, government organisations must also adapt to this new way of working. Intelligent workplace solutions support this change in the way government departments are working to empower employees to drive efficiency and productivity.

This area incorporates our digital signage and video wall solutions which are ideal for displaying service information to citizens in administrative service halls, lobbies and public walkways, allowing them to interact effectively with government offices.

As a Service Solutions

Accelerating collaboration strategies through consumption-based payment models designed to suit the government agencies budget and achieve the best outcome for their organisation. By shifting to a commodity pricing structure, central government organisations will be able to free up cash for investments and projects that will drive improved public welfare and growth.

Our Services are:

- **Room as a Service** – Designed to fit any room size, our consultants will design and configure the meeting space in line with requirements, this will then be installed, configured and tested by our qualified engineers. Technology refreshes are built into the service to ensure customers benefit from new developments in collaboration technologies.

- **Voice as a Service** – Government organisations can benefit from migrating on-premise telephony estates to a cloud solution which is consumed as a service. The service is quickly scalable in line with demand, consolidates all voice service costs under one contract and upgrades of hardware and software are factored in, removing the risk of a large one-off payment to upgrade the service.

Contact Centres

However and whenever citizens choose to contact you, either by phone, email, chat or social media we can ensure they receive a seamless experience. We offer consulting across contact centre solutions including full delivery and support services that include integration with market leading desktop software such as Microsoft Teams.

Technology Adoption

User adoption is key to the success of collaboration tool investments and our dedicated Technology Adoption team will work with government organisations to develop and deliver user strategies providing workshops, content and ongoing training to make the most out of their investment. We ensure faster, better adoption by users which lead to a faster return on investment, ensuring performance improvements are met for all government agencies.

Why SCC Collaboration for Central Government?

Utilising a modern unified communications strategy which is supported and managed by an expert partner, will make significant costs savings for government agencies versus more traditional approaches. As all public sector organisations are being challenged to do more with less, these cost savings can be reinvested in other areas to improve services to citizens. Cloud-based communication solutions also benefit from enhanced security encryption helping to protect the vital data stored and transmitted by government organisations. Removing the burden of travelling to collaborate with co-workers, employees and other organisations will not only increase productivity within government but also create a better connection with citizens.

Our Experience in Central Government

Canal & River Trust

Canal and River Trust (The Trust) are the charity who look after and bring to life 2,000 miles of waterways in England and Wales, because life can be better by water. Their research shows that spending time by water, whether it be your lunch break, daily commute or just a weekend stroll, really can make us feel happier and healthier.

SCC has been a partner of the Canal & River since 2009, helping to deliver the managed IT services contract. In summary, we provide:

- ITIL aligned service management for the user base of 1900 users.

- Service Desk, circa 10,800 incidents and 2600 Service Requests.

- End User Compute and Mobile device support.

- Application hosting, infrastructure Management and Monitoring.

- Security services.

- Software Asset Management of key software products, e.g. Microsoft.

The Trust enlisted SCC to help solve their goal to modernise the infrastructure, save money and derive full value from their Microsoft Enterprise agreement. Through a collaborative approach SCC and the Trust designed a modernisation programme coupled with a contract extension which based our charges on a more flexible model. Through a jointly agreed programme SCC worked in partnership with the Trust to migrate infrastructure services to Office365 and modernise the core infrastructure, connectivity and EUC administrative functions whilst the Trust focused on working

with business stakeholders to migrate off file shares into SharePoint to Office365, at the same time improving data governance and retention. A number of legacy systems were removed and SCC's service was moved to the latest shared services and private cloud infrastructure components. The work achieved a reduction of around 15% in hosting charges through a combination of streamlining the service and eliminating duplicated cost from the Microsoft Enterprise agreement and other systems previously incurring additional cost for similar services.

Another benefit o the shared service approach was at the start of the Covid-19 pandemic the Trust moved staff to home working. SCC rapidly provisioned additional remote access capability for connectivity, VPN and associated services such as external firewall access. The changes were completed quickly, within three days, which could be achieved so quickly through use of our shared services. The increased capacity ensured that Trust staff working at home were able to continue working without impact and a good user experience.

Our long-standing partnership has also allowed us to fully understand the Trust as a business. During the periods of lockdown the Trust had to close

sites leading to challenges in handling post. SCC worked with the Trust to introduce a digital hybrid mail solution. This allows inbound post to be scanned and sent digitally to Trust staff, and external post is sent to SCC's central print facility for posting. The new solution has continued long-term as it has increased efficiency and reduced cost.

The Trust continues to grow its charitable activities such as volunteering. To support this SCC have adopted a stretch of the Grand Union Canal in Sparkbrook, Birmingham, in 2019, with employees taking part in regular voluntary clean-ups as part of its Adoption Agreement with the Trust. To date, SCC has donated 350 days of support.

SCC recognise that the continued close partnership and collaboration with the Trust is critical in achieving their defined strategic priorities. Going forward the momentum of shared goals, modernisation and cost reduction built over the last 13 years will facilitate new initiatives that support the Trust to raise money and reduce cost.

Government Department

SCC have been working in partnership with the Government Department for over 15 years providing a variety of ICT services and solutions including: data centre services, IT product supply, break-fix maintenance, strategic infrastructure consultancy and data migration services.

Secure Hybrid Cloud

The Government Department are currently in the process of migrating from four data centres to a hybrid cloud solution which combines AWS, Azure and Crown Hosting. This programme has a detailed focus on demonstrating value for money and transferring knowledge and skills to empower the new network operations. SCC has been working closely with several suppliers in support of this digital transformation effort, operating as an embedded partner, under a "One Team Ethos" engaging with multiple stakeholders across various operational functions and programmes.

Our priority has been to ensure a smooth transition during this digital transformation, working closely with the Government Department's strategic suppliers, ranging from systems integrators and OEM vendors to SME providers of hardware and software. Utilising our existing relationships within this supplier base, we have created greater insight into optimising and accelerating the expected deliverables.

This knowledge helps us to ensure the various disparate systems will work together in the new hybrid cloud environment. SCC has been an instrumental partner in this transformation, supporting multiple suppliers and over eighteen thousand assets, including HP Enterprise, IBM and Leidos.

Strategic Network Consultancy

SCC has recently established a successful strategic partnership with the Government Department, helping to deliver the Networks and Infrastructure Capability Programme, providing a innovate embedded function, delivering a range of business and technical outcomes via our team of skilled and security cleared personnel.
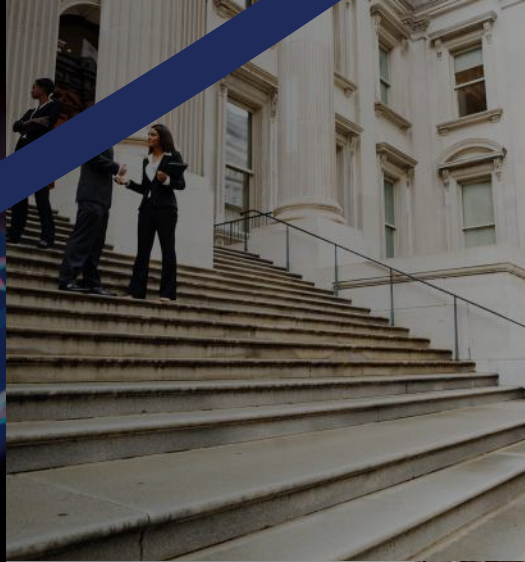
As part of this engagement, SCC successfully tendered to provide enterprise-wide network consultancy services over the next 3-5 years. The SCC delivery team has a well-defined structure, led by Strategic Consulting, who engage with the Government Department at a business level, to help define the outcomes and create statements of work that both parties sign up to.

Operating as a technology agnostic specialist and technical delivery partner SCC are working with the Government Department to enhance and develop their roadmap for an enterprise scale, Software Defined Network, unifying the disparate legacy network infrastructure into a modern integrated platform. This workstream is underpinned by Cisco technology at the core.

This will enable the Government Department to scale with higher levels of simplicity and automation. Our specialist knowledge in this area enabled SCC to reduce the planned service window for the pilot and testing phase by 50%.

The wider engagement will be deemed a success if SCC helps the Government Department execute each deliverable against their strategic roadmap within the stated timelines. This includes demonstrating value for money and transferring knowledge and skills to Civil Servants to empower higher levels of self-sufficiency and streamlined network operations.

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