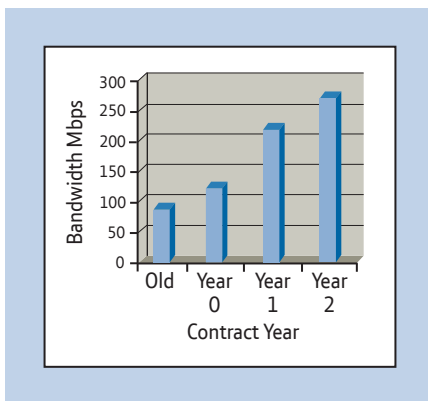


Collaborative approach is driving force for service enhancement and improved value for money

A commitment to service improvement and the opportunity for substantial cost reduction leads Essex Police to enhance and extend its managed services agreement with BT



Increased bandwidth has enhanced network performance and provided greater value for money

Executive Summary

In 2003 Essex Police awarded BT a five-year managed network service contract for the wide area network (WAN) infrastructure linking its sites throughout the county. Three years on the Home Secretary had announced the likely merger of neighbouring Police Forces commencing in 2008 – around the time the existing BT contract was due to end. Essex Police decided that it needed to assure continuity of communications services beyond this date in the most efficient way possible.

The time and effort that would be involved in a full scale tender exercise was prohibitive, so Essex Police decided to utilise the Office of Government Commerce (OGC) Catalyst Framework Agreement to extend its contract with BT. As part of the exercise Essex Police asked BT to conduct a review of recent achievements and highlighted areas where it believed BT's service to the Force could be further enhanced. BT responded positively with improved terms and action plans particularly in the areas of inventory control, billing, and project management.

The new five-year managed service contract with BT covers; WAN, LAN (local area network), remote access, firewalls and IP Telephony services, all managed through a single point of contact. It delivers annual savings of almost 17 per cent per annum to the Force and reaffirms BT's commitment to continual and ongoing improvement to network performance, resilience, reliability, and security. The focus now is to realise the operational and cost reduction benefits of IP Telephony and opportunities for greater collaboration with neighbouring forces.

“The new contract with BT has delivered annual savings of almost 17 per cent to the Force. In value terms that's the equivalent of six additional police officers on the streets of Essex.”

Colin Galpin
Senior Contracts Officer – Procurement Department
Essex Police

Case study

Essex Police

“By adopting the OGC Catalyst Framework Agreement not only has Essex Police achieved best value, we have saved around 700 man days of effort that would otherwise have been expended in managing the tender process and transition. That’s time that we have been able to redirect to other service improvement initiatives.”

Barry Rimmer
Contracts Officer – Procurement Department
Essex Police

Marketplace

With its headquarters in the county town of Chelmsford, Essex Police has the task of maintaining law and order for the sixth most populous county in England. The force has around 3,500 police officers and a further 2,000 civilian staff. In 2003 Essex Police awarded BT a five-year managed network service contract for the wide area network (WAN) infrastructure linking its sites throughout the county. The contract also included the management of the Chelmsford legacy local area network (LAN) campus infrastructure. Primary WAN connectivity is enabled by BT’s ATM (asynchronous transfer mode) CellStream service with supplementary LAN Extension Services, MegaStream, and KiloStream services interconnecting secondary locations.

From the outset BT and Essex Police adopted a continuous improvement philosophy. Colin Galpin, Senior Contracts Officer at Essex Police Procurement Department, recalls: “Rather than simply let the contract run we wanted to work in collaboration with BT to proactively manage the relationship with a strong focus on service improvement so as to derive maximum value from the contract.”

Business opportunity

Three years on, in early 2006, the Home Secretary had announced the likely merger of neighbouring police forces commencing in 2008 – around the time the existing BT contract was due to come to an end. Against this backdrop Essex Police decided that it needed to assure continuity of communications services beyond this date in the most efficient way possible.

Barry Rimmer, Contracts Officer at Essex Police Procurement Department, says: “We were reasonably happy with the service provided by BT but we could not extend the contract without first assuring ourselves that we were getting best value. The time and effort that would be involved in a full scale tender exercise was prohibitive so we decided to consider the Office of Government Commerce buying solutions capability.”

The Office of Government Commerce (OGC) is an Executive Agency within the UK Treasury and provides a professional procurement service to the public sector to enable organisations to deliver improved value for money in their commercial activities. One of the key strands of its activity is the creation of Framework Agreements. OGC Catalyst Framework Agreements are a set of pre-tendered contracts with a range of suppliers, including BT, from which public sector customers can purchase goods and services easily with value for money assured.

Barry Rimmer continues: “Using an OGC Catalyst Framework Agreement we could avoid the cost and distraction of a full-scale tender whilst still capitalising on the opportunity to leverage cost reduction and service enhancement. As part of the exercise we asked BT to conduct a review of recent achievements and highlighted some areas where we believed BT’s service could be further enhanced.”

BT solution

Bal Singh, Senior Sales Consultant at BT, had been working with the Essex Police IT and Procurement departments since 2002, building trust and a partnership approach at all levels within the force and reassuring them of the benefits of working with BT. Using his experience and knowledge Bal Singh compiled a comprehensive ‘network review’ report summarising service performance and identifying key improvements since the outset of the contract. This was to form the foundation of the contract renewal project and revealed some notable gains.

As well as delivering the highest standards of security, by the end of year two the BT ATM-based WAN solution had increased available bandwidth by 250 per cent. The solution was fully scalable and able to support a bandwidth increase up to a factor of 15, providing Essex Police with an ideal platform for the introduction of new technologies, such as videoconferencing, IP streaming, and CCTV.

Case study

Essex Police

BT's investment in service improvement was also demonstrated by the downward trend in faults reported to the central BT service desk. A 40 per cent reduction was achieved between year one and year two of the contract and the downward trend is continuing. The BT managed WAN is also proving to be highly resilient with network availability consistently exceeding target at a mean of 99.98 per cent over two years.

Meanwhile, BT had designed a new topology for the campus LAN environment to improve stability and security as well as support quality of service (QoS) to enable the convergence of voice, data, video, and multimedia applications. This strategy had been endorsed and the LAN transformation programme had been successfully executed at three prime locations.

Colin Galpin says: "The BT network review report really focused our minds on how far we had come and what had been achieved since 2003. BT responded very positively with action plans, particularly in the areas of inventory control, billing, and project management. With improved commercial terms it was a straightforward decision to renew and enhance the contract for a new five-year term."

The new contract commenced in August 2006 and as well as covering all WAN and LAN services in the earlier contract extends the scope of BT's responsibilities to include other services such as a managed firewall

service and remote access capability. The latter is key to improved flexible working options for senior officers working from home and for police officers working from remote locations beyond the reach of the WAN. The new contract also embraces a hitherto separate BT NetStream contract for dedicated voice services linking Essex Police offices. This has enabled the unification of service provision under a single service management and contractual framework. It further provides for the gradual migration of voice services to IP Telephony over the converged WAN.

Results

The new managed service contract with BT covers WAN, LAN, remote access, firewalls and IP Telephony services, managed through a single point of contact. The contract also provides a BT commitment to continual and ongoing improvement to network performance, resilience, reliability, and security – all at reduced cost. "The new contract with BT has delivered annual savings of almost 17 per cent to the Force," says Colin Galpin. "In value terms that's the equivalent of six additional Police Officers on the streets of Essex."

Essex Police has secured these benefits without the expense and effort associated with a full-scale tender exercise. Barry Rimmer comments: "By adopting the OGC Catalyst Framework Agreement not only has Essex Police achieved best value, we have

saved around 700 man days of effort that would otherwise have been expended in managing the tender process and transition. That's time that we have been able to redirect to other service improvement initiatives."

With the WAN capable of supporting convergence and the LAN transformation programme underway, the focus now is to realise the operational and cost reduction benefits of IP Telephony. This journey has already begun and an initial implementation supporting approximately 160 users at a new building for the Essex Air Support Unit near Chelmsford has been completed. BT has provided a Cisco-based IP Telephony solution using Cisco Unified CallManager, comprising two networked devices for resilience. The systems also serve the Crime Bureau and rollout to a further six sites to replace end-of-life PBX systems is planned.

The flexibility of IP Telephony also fits well with the trend of Public Access Visibility, allowing the deployment of voice and data services for flexible working at non-Essex Police locations. Colin Galpin concludes: "BT is helping us drive forward our convergence strategy by aligning its account and service teams with the Eastern Region requirements. This makes it far easier for us to support the Eastern Region collaboration programme, enabling us to quickly and easily link up with neighbouring forces adopting a similar strategy."

Why BT?

- BT's technical capability, resources and status as an OGC approved supplier
- BT's commitment to service improvement for Essex Police
- BT's flexible and attractive commercial terms
- Service management executed through a single point of contact

Case study

Essex Police

Managed service blueprint

The managed service contract from BT extends voice and data services to around 105 Essex Police locations throughout the county. The contract is administered through a single point of contact at BT's Thurso service centre. A Customer Relationship Service Manager (CSRM) oversees the contract and provides a direct route for Essex Police to liaise with on service and performance matters and for problem escalation.

BT's service support arrangements are tailored to the precise needs of Essex Police. For the WAN the contract provides for proactive fault management with SNMP Trap/Ping/Poll executed every 15 minutes

and with a guaranteed fix of all faults within five hours on a 24x7 basis. For the LAN a reactive fault management service applies but with guaranteed fix of all faults within five hours around-the-clock.

BT provides a named Project Manager, qualified to APM and/or PRINCE-2 and fully conversant with the Essex Police network, to oversee installation and new service provision programmes. As part of the contract Essex Police are provided with comprehensive monthly performance reports covering network performance, incident reports, trend analysis, and capacity planning as well as performance against service level agreements.

Main BT products and services

- BT Managed Service contract covering WAN, LAN, remote access, firewalls and IP Telephony services
- BT NetStream
- BT-supplied Cisco IP Telephony, Firewalls, Routers and LAN switches

Offices worldwide

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