



LGCSB expands with Data Electronics Managed Services



A secure and flexible hosting environment was a fundamental consideration for the Local Government Management agency (LGCSB) when awarding their contract to Data Electronics. The organisation is now benefitting from guaranteed connectivity, the flexibility to expand to meet the increasing demand from its customers and round-the-clock support if necessary.

The LGCSB is a State Board set up to deliver shared ICT services to local authorities and the local government sector. Formed in 1975, the role of the LGCSB is to provide vision, advice, guidance and support in the use of Information & Communications Technologies (ICT); and in doing so, to enhance the roles, processes, systems and service delivery of Local Government.

Through a partnership with Data Electronics, the LGCSB has been able to provide improved services that ensure it can meet the ever increasing demand from its customers. Data Electronics has provided a secure, accessible and highly reliable environment, systems availability and uptime that enable the LGCSB team focus and deliver on future innovations and services.

“A crucial element in our service delivery is giving our customers the confidence that their systems are being managed and monitored to the highest level and having an excellent working relationship with Data Electronics has allowed us to deliver on that promise,” said John Murray, Assistant Director, LGCSB.

The Brief

From its humble beginnings as simply a provider of a basic range of hosting services, the LGCSB has grown to become a leader in the development and implementation of forward thinking ICT strategies. The increase in demand from local authorities and central government resulted in the LGCSB reaching a critical point in what their IT infrastructure could manage. This vast increase in demand and pressure on space had in turn increased the risks associated with hosting that data to a critical level. The LGCSB had to address this issue as a matter of urgency.

“Our business needs had become more complex and diverse and required the provision of a safer more reliable environment on which new services could be built,” said Seamus Crowley, Infrastructure Manager, LGCSB.

As a result, the task of identifying and implementing the right solution was undertaken. This task consisted of reviewing all options, both internally and externally. The option of continuing to operate hosting services locally was ruled out as the ability to expand and the costs associated with managing this environment did not add up. It was at this point that an external hosting solution was sought.

In July, 2007, the LGCSB went to tender for a Secondary Hosting facility that would meet it's needs, and evaluated the responses based on criteria around the following key points:

- 24 x 7 by 365 days access to the facility
 - Adequate number of high-capacity data providers.
 - Building & environment in excellent condition.
 - The facility could address the LGCSB's current & future specified requirements
 - The LGCSB should be confident of the proposed facility's suitability
 - The costs will be value for money in terms of initial outlay and on-going costs
 - Data centre located close to Dublin city, ideally in the N4-N7 corridor.
 - Ancillary offices for servicing the future dedicated space
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At the end of the tendering process Data Electronics was the winner of the tender. “What set Data Electronics apart was the calibre of their team and data centres. The level of security their facilities offered, coupled with the integrity of the space and our presence on site were key factors. They were able to show us their different capabilities and offerings and they were well placed to increase our hosting capabilities. Data Electronics were the clear winners from the field,” said Seamus Crowley.

- Tier IV data centre status
- LGCSB control and ease of access to LGCSB’s highly sensitive data
- Trustworthy supplier with a track record of success
- A secure, redundant and reliable environment
- 100% guaranteed systems availability
- The ability to lower the total cost of ownership
- Predictable monthly charges tied into fixed contracts
- Access skilled technical and engineering resources, if required
- Guaranteed service level agreements (SLAs)
- Access to a wide range of services

Once the decision to award the contract to Data Electronics had been made the project shifted into implementation mode. “We had built a strong relationship with CEO, Maurice Mortell and the Data Electronics team. By having a presence in-house further facilitated the development of a strong working relationship that allows us to work through our changing requirements and to continue to maintain our strong offering to our customers,” said John Murray.

The Best Solution

LGCSB’s hosted environment with Data Electronics addresses security, connectivity, reliability, resiliency, redundancy and most importantly the element of trust and respect that has been established between both companies.

The services delivered by Data Electronics include a mix of co-location services and environment hosting i.e. dedicated cage area, power, connectivity, remote hands and eyes and on-site office space with the initial phases of a disaster recovery solution being developed.

This strong relationship with Data Electronics has had many positive effects on the LGCSB and its operations. They have transitioned from a high risk position where instability or outages would have a significant impact their daily operations and that of their customers to a controlled and managed environment which guarantees 24 x 7 x 365 availability, support and eliminates the day to day IT administration headaches. In addition, the capacity for future growth is secured.

“We are now rapidly transitioning from our environment that we had set up to accommodate overflow to now almost completing the production infrastructure in Data Electronics. We are building quite heavily in shared hosting and we have the opportunity to expand to a full hosting service. I expect in the next 12 months we will have in excess of 20 local authorities’ payroll and HR systems in one place,” said Seamus Crowley.

Fact book

- The relationship with Data Electronics delivers a proven, seamless and reliable service to LGCSB and their customers
 - Data Electronics delivers a Tier IV data centre
 - Delivered the necessary security requirements for public sector data
 - Complimented the internal skills and capabilities of LGCSB
 - Guaranteed continuity of service, potential for expansion and access to a pool of skilled resources, should the LGCSB require same
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