

Account Name:	Exeter City Council
Number of offices:	11
Location:	Exeter
Number of users:	600+ users
Industry:	Local Government
Contact:	Paul Evans



NETWORK & BUSINESS INTEGRATION

Background

Exeter City Council provides local government services to quarter of a million residents. The Council delivers services ranging from refuse collection, provision of housing, health services, managing elections and promoting the city for tourism and business.

Exeter City Council has enthusiastically embraced the concept of a '24 x 7' service. It allows accessibility for all residents through multiple channels. The organisation views Information and Communications Technology (ICT) as playing a significant role in cost-effectively meeting the government's target of 100% delivery by the year 2005.

The implementation of e-Government creates a new set of demands on the infrastructure. One thing was clear; the previous network infrastructure could not support this new way of working.

Considerations such as capacity for future growth, bandwidth for new applications, ongoing service availability as well as security and data protection to ensure confidentiality of private information needed to be addressed.

Technology Solution

The need to run new e-Government applications and Web Services demanded a complete network systems infrastructure upgrade. The management of converging technologies to incorporate data and digital telephony services was also a key requirement.

The Council evaluated bids for the new infrastructure based on financial, technical and support requirements. The Nortel Networks Passport 8600 and Business Policy switches proposed by Nexus Open Systems were selected based on superior reliability, scalability, total cost of ownership and post implementation support. The new network also provided future proofing for Voice over IP (VoIP) and other emerging technologies.

The Passport 8600 provides high availability and reliability, operational simplicity and a lower overall cost of ownership. Of special significance to the Council was Distributed Multi-link Trunking (MLT), a Nortel Networks innovation that enables trunked ports to span multiple units of the edge stacks for fail-safe connectivity to the network centre. They load share incoming traffic, utilising capital investment to its full potential and provide a full back up without service interruption.

"Distributed MLT really won us over," said Gary Kilvington, IT Manager at Exeter City Council. "The Nortel Networks equipment is simple to use and manage, providing us with many superior features. Being able to create Virtual Local Area Networks (VLANs) and routed segments on the Passport 8600 has been very useful and cost effective."



Exeter City Council

Exeter City Council is a Local Government Authority which provides services to residents within its specified boundaries.

The Council aims to offer best value services within Government guidelines across areas ranging from tourism to housing.



Paul Evans
Head of IT Services

"Our relationship with Nexus Open Systems is incredibly strong.

We have always found them highly professional, highly responsive and they actually understand our business, not just on a technological basis."



Case Study

■ Business benefit to the customer

Exeter City Council relied on Nexus Open Systems for technical advice, design, selection, support and implementation of the new £500k network.

The council has seen dramatic improvements in the performance of their network, especially in document processing applications.

Bandwidth, scalability, reliability and ease of management were key requirements specified by the Council, all of which have been met or surpassed by Nexus Open Systems and the Nortel Networks solution.

About Nexus Open Systems

Nexus Open Systems deliver computer network and technology solutions to companies and organisations of all sizes that require true technical expertise to meet their goals.

The company has invested heavily both in its staff and strategic alliances with industry leading vendors and providers. These alliances are bonded by a single focus, to develop the skills within the company around industry standard technology through company and individual accreditation.

Our portfolio of products and services provides our customers with cost effective and resilient business computing solutions with extended technical support from a single supplier.

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