DELLEMC

Small city undergoes a big IT transformation

Chorley Council improves citizens' quality of life, increases workforce productivity and captures cost savings with cloud-based data protection

Chorley Council

Government | United Kingdom

Business needs

Outdated technology was standing in the way of Chorley Council making vital government services available to citizens anytime. Chorley accelerated its digital transformation with an end-to-end, cloud-based data protection solution.

Solutions at a glance

- Dell EMC Cloud Disaster Recovery
- Dell EMC Data Domain
- Dell EMC Data Domain Virtual Edition
- Dell EMC Data Domain Boost
- Dell EMC Data Protection Software
- Partners: VMware, Amazon Web Services (AWS)

Business results

- Staff gains time to focus on helping citizens
- Online transactions cost less than phone or mail
- Eliminates disaster recovery site, reduces opex
- Achieves cost savings from lower heating, cooling and rental expense
- Disaster recovery slashed from days to 12 hours
- IT teams reduce weekly backup administration time
- Complete IT transformation

"With Dell EMC, VMware and AWS, we've completed a significant IT transformation, eliminated our DR site and improved the lives of residents. That adds up to substantial cost savings related to heating, cooling and rent and hopefully makes for a happier society."

Emma Marshall
ICT and Programme Manager
Chorley Council

While shopping, paying bills and applying for jobs online are commonplace, local governments still rely heavily on phone and mail. Chorley Council, a local government serving 110,000 residents in the U.K., has pursued a different path with an innovative digital transformation using Dell EMC, VMware and Amazon Web Services (AWS) technologies to enhance citizens' lives while reducing costs.

The first step was replacing an aging NetApp environment. Emma Marshall, ICT and programme manager, Chorley Council, explains, "We considered HP, Veaam and Rubrik, but Dell EMC Data Protection was the only solution that checked off all the boxes for our digital transformation to enhance government services and lower service delivery costs. Dell EMC was the most cost-effective and scored the highest for availability, quality and ease of use."

Dell EMC Data Protection solutions provide Chorley with data deduplication, backup, recovery and replication to AWS cloud storage. Chorley uses Dell EMC Data Protection Software, Data Domain Virtual Edition and Data Domain Boost to back up approximately 80 VMware virtual servers and Citrix virtual desktops to on-site Dell EMC Data Domain appliances. Dell EMC Cloud Disaster Recovery (Cloud DR) software replicates Chorley's backups to AWS.

Always-on digital services

Marshall states, "Dell EMC Data Protection ensures we provide residents with always-on digital services from any device or location. Without digital access, citizens cannot manage their benefits and payments, which creates an unacceptable financial burden."

Previously, recovery from major outages would last days. Now, Chorley Council can recover critical systems in 12 hours and all systems in 24 hours.

Untethered staff work smarter

Another goal of digital transformation is a more flexible, agile workforce. "Reliable data access is critical to enabling staff to work untethered and more efficiently," says Marshall. "This gives staff time to take on projects that help citizens, such as digital training to find jobs."
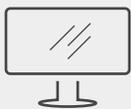
Efficiency and reliability save time and money

Not only are digital services less expensive to deliver compared to phone or mail, but Dell EMC has also lowered the costs of protecting data. Marshall notes, "With Dell EMC, VMware and AWS, we've completed a significant IT transformation, eliminated our DR site and improved the lives of residents. That adds up to substantial cost savings related to heating, cooling and rent and hopefully makes for a happier society."

Because Dell EMC Data Protection Software is easy to use, Chorley's small IT team spends far less time on DR and backup administration compared to before. Chorley Council uses Cloud DR to protect 100 percent of its workloads, including SQL, Oracle and document management systems. "With Cloud DR, it's two clicks to recover VMs and three clicks to fail back," Marshall explains. "The Cloud DR dashboard gives us a single pane of glass and makes everything easy to manage."

Poised for growth

With increased digital usage, Chorley's data requirements are expected to double in five years. Marshall reflects, "We're one of the only local governments in the U.K. to embrace digital, cloud-based transformation. Dell EMC Data Protection provides us with the scalability, reliability and agility to execute this strategy with confidence and meet the evolving needs of our community."

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