

# UK council's digital transformation helps all

Chorley Council is improving services and saving money by driving an IT and workforce transformation with Dell Technologies and leading independent Dell Technologies platinum partner Nvtron



Local Government | United Kingdom

## Business needs

Chorley Council needed to deliver faster, more reliable services that comply with regulations despite shrinking budgets. Many residents and employees also wanted to complete more processes digitally—at any time, from any location, using mobile devices. To meet these needs, Chorley had to boost efficiency and cut costs with a new IT architecture.

## Solutions at a glance

- [Dell EMC Data Domain Virtual Edition for VMware](#)
- [Dell EMC Data Protection Suite for VMware](#)
- [Dell EMC PowerEdge servers](#)
- [Dell EMC vSan Ready Nodes](#)
- [Dell EMC ProSupport Mission Critical](#)

## Business results

- Improves user experience for citizens and staff
- Facilitates greater mobility with anytime, anywhere service access
- Increases IT reliability and resilience

# Hours

instead of weeks to restore systems and resolve issues



# Cuts

expenses including the need for DR site



Local governments are being asked to meet increasing regulations, digitise more services, and improve efficiency and reliability. Yet many, such as Chorley Council in Lancashire, are operating with shrinking budgets.

Chorley Council's existing IT platform was unable to support the required IT and workforce transformations.

The council launched a digital-first strategy and engaged IT service provider Nviron to help build a new architecture and digitise workflows. "Nviron understood exactly what we were trying to achieve, and its Dell Technologies solution met all our requirements," says Emma Marshall, ICT and programme manager at Chorley Council.

## Boost in efficiency

To support core business applications and a virtual desktop solution, Nviron deployed a hyperconverged architecture based on Dell EMC vSAN Ready Nodes. The nodes, which run on Dell EMC PowerEdge servers pre-configured to run VMware vSAN, help ensure employees gain rapid access to core applications via their Dell Wyse thin clients.

With its faster, more scalable server platform in place, Chorley began working with Nviron to digitise processes. Today, citizens can file for permits online. Mobile staff, such as public health inspectors, will soon gain anytime access to digital workflows using mobile devices.

## Restorations take hours instead of days or weeks

To cut risk of outages and data loss, the council had Nviron deploy Dell EMC Data Protection Suite for VMware on PowerEdge servers. The solution automatically backs up data to Dell EMC Data Domain Virtual Edition for VMware in the cloud. "We have full, reliable backups with our Dell Technologies data protection solution," says Marshall. "We've cut backup and restoration times to hours instead of days or weeks and, removed our secondary disaster recovery (DR) site."

## Improves resilience and simplifies compliance

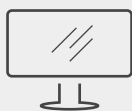
IT staff are more efficient because they can manage the entire Dell Technologies solution through a single console. The council has also improved resilience and simplified compliance with Dell EMC OpenManage Integration for VMware vCenter. "We can access backups from anywhere, not just the council buildings," Marshall says. "Staff have more insight and control over data because they manage through a single pane of glass. And Dell EMC ProSupport Mission Critical resolves any issues within hours."

## Cuts costs

Reducing data-centre space power and cooling requirements also saves money. "Even though we're a small local authority, we've demonstrated that a digital-first agenda is possible with Dell Technologies and Nviron," says Marshall. "We expect to save a couple of thousand pounds a year with our solution. And, moving forward, we can provide digital services with confidence that they will always be available."

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Emma Marshall, ICT and Programme Manager,  
Chorley Council



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