

A unique Managed IT Service to support PeoplePlus in £5bn Government Work Programme

Full IT infrastructure, high security and resilience, all delivered within DWP's strict timeframe



A managed private cloud solution

"Civica understood our business, were responsive and brought significant technical knowledge and experience to the table. It made sound financial and commercial sense to partner with Civica for this strategic and business-critical project." Jon Quick, CIO, PeoplePlus.

Following a detailed analysis of PeoplePlus' existing infrastructure, Civica recommended the implementation of a private cloud-based solution delivered entirely through a comprehensive, SLA-based managed service. The solution delivered maximum efficiency by incorporating elements of Civica Secure Managed Cloud infrastructure and enabled PeoplePlus to access processing, storage and applications as services over Civica MPLS network.

Required a dynamic and agile IT service

Employing over 1,000 people across more than 100 UK locations, PeoplePlus is a national 'welfare to work' organisation. PeoplePlus has been appointed by The Department for Work and Pensions (DWP) as a service provider for the Work Programme - a £5bn scheme to help tackle long-term unemployment.

PeoplePlus' contract with the DWP required a radical appraisal of the company's IT infrastructure. In addition to complying with the DWP's extremely stringent security and resilience frameworks, PeoplePlus also had to ensure that its IT infrastructure remained highly available and reliable to support its offices across the UK. It was neither cost-effective nor efficient to manage, monitor and maintain the IT infrastructure internally, therefore PeoplePlus decided to partner with a specialist managed IT services organisation.

"The Government set us some very tough targets and we can only achieve a sustainable business and retain our contract if we hit those targets.

We are a dynamic and agile business. Our new managed IT services partner had to deliver a service that reflected this and provide an adaptable pricing model to accommodate our changing business in response to variations in demand and location." Jon Quick, CIO, PeoplePlus.

"Civica has taken away the pain of ensuring the ongoing availability, resilience and security of our IT infrastructure, so we can focus on helping people move from benefits into employment, training and self-employment. Civica's unique and flexible pricing model means that we can adapt to the DWP and market changes, ensuring that our nationwide offices have the infrastructure and support that they need."

Jon Quick, CIO
PeoplePlus



The benefits

- ▶ Major project completed within DWP's required tight time frame
- ▶ Managed IT service relieves PeoplePlus of in-house responsibilities and allows internal IT specialists to focus on business-critical projects
- ▶ IT infrastructure is pro-actively monitored, managed and maintained, minimising risk and improving operations
- ▶ Includes full IT disaster recovery capabilities, ensuring business continuity and compliance with DWP's resilience framework requirements
- ▶ Flexible pricing model provides PeoplePlus with transparent and controllable costs as the business evolves
- ▶ Civica expertise and experience delivers sustainable IT services and provides peace of mind

As it was critical that the DWP's go-live deadlines were met, Civica provided a permanent on-site engineer support team, made up of PeoplePlus staff transferred by TUPE to Civica. Having implemented a wide area network infrastructure and shared service desk, Civica migrated all of the equipment into the Civica data centre, transferred most of PeoplePlus' sites onto the MPLS network and rolled out the major security solutions required for DWP compliance.



Working in partnership to deliver future goals

Civica continues to work extremely closely with PeoplePlus, refining, enhancing and improving the service to ensure that PeoplePlus can continue to meet the DWP's targets. As PeoplePlus looks to the future with new projects and customers outside of the Work Programme, they can do so comfortably in their partnership with an experienced IT service provider who deliver on their business objectives.

Chris Burden, Civica Managing Director, Cloud & Managed Services comments; **"Our combination of cloud computing, managed service capability and core application skills allowed us to develop and implement a fully tailored solution to monitor, manage and maintain PeoplePlus' entire infrastructure."**

Peace of mind - secure hosting and highly available infrastructure

Partnering with Civica for the delivery of a fully managed IT service has given PeoplePlus peace of mind that its IT infrastructure remains secure and available at all times. This allows the company to focus on its core business objectives.

Civica's solution ensured that PeoplePlus met the DWP's strict security requirements within the required time frame. The solution also allows PeoplePlus to focus its internal IT department on business-critical projects, saving time, money and effort, and helping staff become more responsive, effective and efficient.

Civica's support and robust processes enabled PeoplePlus to gain ISO 27001 security accreditation. Jon Quick comments; **"Civica's existing accreditations and proven practices in this area allowed us to achieve accreditation within our planned timescales."**

Key deliverables of the solution included:

- ▶ Rapid turnaround of infrastructure changes and enhancements
- ▶ Migration of infrastructure into Civica's robust cloud environment
- ▶ Introduction of Civica's highly resilient storage and WAN solutions
- ▶ Nationwide rollout of WiFi, desktop encryption and anti-malware solution
- ▶ Rapid migration of over 30 sites to Civica secure MPLS network
- ▶ ISO 27001 security accreditation
- ▶ TUPE of existing PeoplePlus service engineers
- ▶ Fully managed service from site installations to infrastructure support

