



A London Bi-Borough Council Implements a
Cloud-First Delivery Model with Microsoft
Azure to Safely Host Citizen Data in the Cloud

Microsoft Case Study

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Borough Council

An affluent borough in inner London—in partnership with an adjoining borough—deliver local, corporate, IT, and other services to their 268,553 residents in a bi-borough arrangement.

Summary

A London bi-borough council needed to deploy modern applications to support new digital services for citizens along with updating legacy application environments to newer systems but did not have sufficient on-premises IT resources to create a safe and secure public cloud environment in which to confidently deploy the new systems. Corporate IT needed to be able to accommodate the appetite for change being driven by lines of business and a failure to do so would drive difficult to manage “Shadow IT”.

As a result, Cloudreach was contracted to design and build an Azure infrastructure that would provide a safe environment to house applications environments including official and official sensitive data.

The Challenge

As the bi-borough council tried to provide better, more efficient services to citizens by going paperless and providing more services online, IT was challenged by:

- Scaling existing on-premises data centres to meet 24x7 operational support models
- Meeting department timeline commitments to deploy new digital services and infrastructure
- Thwarting “shadow IT” initiatives by frustrated departments seeking faster deployments List:

“Requests from departments to deploy new applications were backlogged due to an inability to provide infrastructure at speed and at a quality level that supported the operational requirements of the new system. We knew we had to adopt a new agile Cloud-first approach, but we had to do this in a responsible way by paying attention to the National Cyber Security Centres 14 Cloud Principles, and by using industry experts who understood best practice,” said the Head of Enterprise IT Governance

The Solution

Following consultation with the customer, Cloudreach recommended a Microsoft Azure-based reference architecture. They explained the reference architecture would be a secure, scalable, and well-designed space to efficiently host the applications that council departments were constantly pushing to deploy.

The way Cloudreach delivered the project was an important facet. They spent a lot of time working with the council team in order to ensure maximum learning and knowledge transfer and to help them embrace the change.

With the blueprint architecture in place the council team are now ready to say “yes” to new departmental applications and migrating key legacy applications.

“It’s like building a secure, scalable, virtual garage then giving the council the keys so they can park all of their applications and data in one central location and have confidence that it is safe and secure.”

*–Donald Dunsmore
Cloudreach Business Development
Consultant*

The Partnership

Cloudreach put together a team of experts including a Cloud Architect, a Cloud System Developer, and other specialists led by a Cloud Engagement Manager who worked together with council resources to design and implement the blueprint architecture after getting a cloud governance policy in place.

Using a staged approach with three deliverables, they conducted interviews and workshops throughout the process that included stakeholders from all business units. This working practice allowed the council to up-skill in new areas and be a part of the design decisions in the context of their environment.

Most importantly, Cloudreach was able to offer the council multi-dimensional support to aid the transition to the cloud, which impacts areas outside of IT such as finance, security, governance, and HR. Cloudreach anticipated these needs through their experience and made best practice recommendations to support all business areas during the transition. Notable highlights include:

- Alignment to the fourteen NCSC principles, ensuring security practices were established and maintained
- Support for a granular utilization driven billing model for finance
- Training and education programs

The Outcome

By providing the council with an Azure blueprint architecture that can confidently support official and official sensitive workloads, the council is now in a position to drive forward with the delivery of online citizen services and propel themselves into a 24 x 7 service model. In time, as services are fully migrated to the cloud and the on-premises services can be turned off, the council will benefit from the cost advantages of the pay-per-use infrastructure together with the agility already provided by cloud.

For more information about intelligent cloud adoption with Cloudreach, please visit [Cloudreach.com](https://www.cloudreach.com).