

Inverclyde Council

21st century services with a high-speed network to match

Inverclyde
council



At a glance

On the banks of the River Clyde, Inverclyde is a picturesque area with a population of 82,000. Once home to a thriving ship building industry, the region is now undergoing a major regeneration project to improve work and leisure opportunities. Our high speed network provides the ideal communication platform to support this programme, alongside many more of the Council's crucial plans.

Organisation Inverclyde Council

Industry sector Local government

Location Inverclyde, Scotland

Challenge Help to modernise the Council and the region's educational establishments through technology.

Solution A high speed data communications network.

Products High speed Ethernet Virtual Private Network (VPN)

Benefits A fast, reliable infrastructure now allows the Council to progress its modernisation programme. This includes providing improved learning opportunities for young people. The Council is also better able to meet the growing needs of its citizens.

Employing the latest technologies across an organisation is impossible without the right infrastructure in place. Our Next Generation Network puts Inverclyde Council in a leading position for the future.

“The new network gives us exactly what we need – it is reliable, scalable and has resilience built into key sites.”

Gordon McLoughlin, Head of ICT and Business Transformation, Inverclyde Council.

Inverclyde Council had developed an ambitious modernisation programme – one that would bring their services bang up-to-date for their residents. But there was one main obstacle in their way – an outdated technology platform and network.

Having previously worked with the Council for over five years, we already had a good working relationship. But we were still delighted to win the tender process for this next project. Namely, developing the right network solution to help them achieve their modernisation plans.

What they needed was a resilient, scalable network that would grow with their plans. Not to mention enabling them to take education services to another level, by enabling schools to access media-rich learning facilities, while also providing the high-speed connectivity their staff and residents demand.

“Virgin Media Business and ourselves have a very good relationship that’s developed over the years. They understand what we do, the services we require and what our network needs to achieve.”

“We are using technology more and more – if we hadn’t upgraded our network we wouldn’t be able to implement technologies that are critical to our operation, such as VoIP and contact centre applications.”

Gordon McLoughlin, Head of ICT and Business Transformation, Inverclyde Council.

Getting involved from the ground up

After talking to the Council about their specific challenges, we recommended a high speed Ethernet Virtual Private Network – which would enable them to employ the latest Voice over Internet Protocol (VoIP) technologies.

Our first step was to upgrade the Council’s existing copper connections to fibre. This involved our engineers running approximately 40km of fibre in and around the Inverclyde area. The new network solution allows connections at any of the Council’s 84 sites to be scaled up from 10Mbit/s to 100Mbit/s in the blink of an eye – and without any need to call out an engineer. Now that’s progress.

Opening up education opportunities

One of the main aims of the modernisation project was to offer the region’s 12,000 education users improved technical facilities. This included all types of establishments, from nurseries right up to secondary schools.

This robust infrastructure will also help Inverclyde Council play a vital part in ‘Glow’ – a ground-breaking ICT project to digitally link all Scottish schools. In fact, once complete, ‘Glow’ will be the world’s first national intranet for education.

Thanks to a combination of our technology and the services Glow provides, Inverclyde can now offer access to a wide range of tools, such as Instant Messaging, uploading and sharing video footage, plus secure access to content on the network from anywhere. So pupils and staff are now free to work at home, in the library or the classroom.

Getting closer to residents

With their new Next Generation Network in place, the Council was able to take the brakes off their modernisation plans. This has helped to position Inverclyde as a leader among Scottish councils, for example it was one of the first to fully migrate to a Cisco VoIP telephony solution.

The Council also has the confidence that their network will continue to grow alongside changing requirements in the future. They’ve already launched a new Customer Services Centre – In-Touch – through which they plan to offer improved range of citizen services.

And by using the network’s reach to its full potential, they can offer staff the ability to work remotely. All of which helps staff develop closer relationships with citizens, taking Council services right into the heart of the community.

Key benefits

- Updating copper to fibre connections enabled us to create a high-speed Ethernet VPN.
- With 84 sites now connected to the high-speed Ethernet VPN, the Council has the ideal infrastructure to continue adopting new technologies for years to come.
- The ability to offer media-rich learning applications has transformed education opportunities in the area.
- With the option of remote working, employees get closer to residents and work more effectively.



Find out how we can help you take your organisation confidently into the future. Just give us a call on 0800 052 0845 or visit www.virginmediabusiness.co.uk