TOUCH

MICROSOFT TECHNOLOGY IN GOVERNMENT, EDUCATION AND HEALTHCARE

"Looking to the future, sustainability needs to be a focus for everything cities do – be it creating the best transport solution or renewing their IT infrastructure"

Albert Seubers, Atos

A bold vision

Nuno Oliveira explains how the Municipality of Matosinhos in Portugal is working with Unisys to lead the way in citizen services excellence

Military logistics | Ensuring the success of joint military operations
Unified communications | Unlocking seamless connectivity
Dynamics AX 2012 | An alternative to legacy ERP

More speed.

More agility.

More opportunities.

Pick three.

Transform your business with new 12th Generation Data Center solutions.

Why leave your business's success to chance? All-new PowerEdge™ servers deliver the efficiency, agility and reliability to help you solve your biggest challenges. They're part of a wide portfolio of end-to-end data center solutions from Dell that'll give your business everything it needs, and more. Learn more at **Dell.com/Transform**.

DELL

The power to do more

Microsoft Dynamics AX 2012 for Public Sector Organizations

ERP built for the Public Sector to help you better manage:

- Financial management
- Budgetary control
- Projects and grants management
- Procurement
- Human capital management
- Citizen relationships & service delivery

All delivered at low total cost of ownership (TCO) and fast time to value.
Learn more **www.microsoft.com/dynamics/ax/public-sector**

Powerful, Agile, Simple

Microsoft Dynamics AX 2012

Innovate to adapt

Welcome to the Summer 2012 issue of *Touch*. Creating sustainable cities and improving citizen service delivery and engagement – these were the two major themes discussed at Microsoft's sixth Worldwide Government Solutions Forum held in London this April, where over 260 delegates and 11 Microsoft partners gathered to showcase the latest in innovation across the public sector in EMEA. In times like this, it was great to see so many public sector organisations stepping up and adapting to change by rethinking how they manage their processes and turning to modern technology to revolutionise their operations. You can read more about some of the demonstrations that took place at the event in our roundup on page 10.

Throughout the rest of the magazine, you can find numerous examples of innovation. The Municipality of Matosinhos in Portugal, featured in our cover story on page 18, is a great case in point. It had a vision to streamline and modernise citizen services by automating many of its processes and creating self-service channels for citizens to speed up response times. Working with Unisys, the authority has realised impressive results.

Plus, for the first time in *Touch* we have a special focus on military logistics operations. Find out more in our main feature starting on page 22.

I hope you enjoy the issue.

Niels Soelberg
VP Public Sector EMEA
Microsoft

DEEP SECURE

Assured messaging and application security solutions

Cybersecurity solutions that deliver assurance, integrity, confidence and value.

Deep-Secure is a sector specialist providing High Assurance network security, assured messaging and application security solutions.

Our solutions deliver value to key customer groups globally:

Technology Partners, Systems Integrators and End Users all operating within the most stringent security environments.

We focus on protecting high value data assets as they move between security boundaries and ensure:

- Assured email - preventing data loss and securely enabling the supply chain
- Protected web applications – reducing accidental release or data theft
- Secured network management traffic - delivering control across security boundaries
- Effective policy implementation - verifying clearance, classification and content

We understand the Cybersecurity landscape and engineer our software products to meet the challenges posed by advanced persistent threats.

Like to find out more?

Contact us on +44 (0) 1684 217070

Email us at: info@deep-secure.com or visit us at: www.deep-secure.com

PARTNERS
SUMMER 2012

Microsoft ®

Touch is produced in partnership with Microsoft (NASDAQ 'MSFT'), the world leader in software, services and solutions that help people and businesses realise their full potential. The company offers a wide range of products and services designed to empower people through great software – anytime, any place and on any device.

Publishing Partners

AtoS

Atos is an international IT services company with 78,500 employees in 42 countries. It delivers hi-tech transactional services, consulting, managed services, systems integration, and cloud services. Atos is focused on business technology that powers progress and helps organisations to create their firm of the future. The company is the Worldwide Information Technology Partner for the Olympic Games.

UNISYS

Unisys is a global IT company that provides services, software and technology for commercial and government organisations. Unisys helps clients secure their operations, increase data centre efficiencies, enhance support to end users and modernise applications. The company brings together offerings and capabilities in outsourcing, systems integration and consulting services, infrastructure and maintenance services, and server technology.

DELL — The power to do more

For more than 26 years, Dell has empowered countries, communities, customers and people everywhere to use technology to realise their dreams. Customers trust us to deliver technology solutions that help them do and achieve more, whether they're at home, work, school or anywhere in their world.

Industry Partner

eris@

The European Regional Information Society Association (eris@) comprises a broad range of European regions committed to the accelerated impact of ICT on the quality of life of citizens and effectiveness of government processes. Our focus is on moving regions from policy to practice and ensuring that members achieve their expected outcomes, results and impacts.

Sponsor

eurostep

CONTENTS
SUMMER 2012

10

22

18

9

50% higher
The percentage that e-government development in the European region is higher than that of the world as a whole
Source: UN

Event round up: Microsoft Worldwide Government Solutions Forum 2012

GSF 2012 explores IT as an enabler in the public sector

Microsoft's UK offices in Cardinal Place, London played host to the sixth Worldwide Government Solutions Forum

The sixth Worldwide Government Solutions Forum 2012 took place on 24-25 April with over 260 delegates and 11 partner companies attending the event at the Microsoft London Customer Centre.

The opening keynotes included Scott Dodds, general manager of marketing and operations for Microsoft UK, and Niels Soelberg, vice president, Public Sector Microsoft EMEA. Dodds' address focused on the national plan to build a better Britain, while Soelberg looked at how to make an impact for better government.

Liam Maxwell, deputy CIO for the UK Cabinet Office and Andrea Di Maio, vice president and distinguished analyst at Gartner were two other key speakers at the event. In total, the event featured speakers from 26 different countries. Maxwell talked about government as an enabler that will help people get the solution that works to get the public service that works for them, while Di Maio touched on the deluge of data that is around today – both personal data and that of public bodies.

Microsoft partners at the event included HP, Accenture, Unisys and Infusion, while *Touch* also supported the event.

The opening day's focus was on *Real Impact for Better Cities* with keynotes from EUROCITIES and CIO speakers from the cities of London, Barcelona, Utrecht and Lisbon. Other highlights included Logica's demonstration of street lighting control in Utrecht, saving upwards of €185 per lamp per year. Meanwhile, Manel Sanroma of the City of Barcelona focused on the benefits of open data citizen service applications for mobile devices built on Windows Azure. The opening day finished with a reception and exhibition highlighting solutions and services from the sponsoring Microsoft Partners.

Day two kicked off with sessions on citizen service delivery and engagement, solutions for insight and accountability, government modernisation and transformation. The day concluded with powering digital public services with the cloud and a Windows 8 live demonstration. The finale of the event was a gala dinner for all delegates and sponsors including the presentation of awards to recognise noteworthy solutions or presentations.

The feedback from customers and partners has been very positive, with 100 per cent of responses to a customer event survey agreeing that the event was both valuable and informative.

To visit the Microsoft Government Solutions Forum website where you can access session presentations, scan the Microsoft Tag below on your mobile device, or visit www.governmentsolutionsforum.com
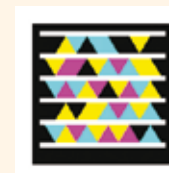
Catholic International Education Office chooses Office 365

Cardinal Zenon Grosholewski and Microsoft's Neils Soelberg sign education agreement

The Catholic International Education Office (OIEC) has partnered with Microsoft to provide Office 365 for its community of Catholic schools across the world as part of a new social network for Catholic education. This will begin with provision of software for 4.5 million students as part of a three-year alliance plan but has the potential to scale across OIEC's community of more than 43 million Catholic students at 210,000 schools in 102 countries. The new network will provide innovative software, services, training and access to technologies that will better prepare students for the jobs of the future.

"In alliance with Microsoft, we are entering a new era in global Catholic education," said F. Angel Astorgano, general secretary, OIEC.

"We will offer the most advanced technology, knowledge and skills to our schools so our next generation of graduates is prepared for the new challenges of the 21st century."

"An innovative and forward-thinking Catholic organisation is supporting the modernisation of their schools, working with Microsoft and mutual partner Tralcom to deliver technology solutions to Catholic students and educators around the world," said Anthony Salcito, vice president of Worldwide Education at Microsoft. "We are excited about delivering on the technology needs of these students and supporting a global community of individuals with shared values, and helping to ensure they are well-equipped for the jobs of tomorrow."

Movers and shakers

Heather Savory has been appointed the chair of the Open Data User Group by the UK's Minister for the Cabinet Office Francis Maude

CloudStore, the second iteration of the UK Government's cloud computing app, has now been released

First Microsoft G-Cloud deal signed

West Midlands Ambulance Service (WMAS), one of the largest ambulance services in the UK, is to deploy Office 365 – Microsoft's cloud-based productivity suite – to its entire organisation. This is the first Microsoft cloud deal to be transacted under the UK government's G-Cloud framework and one of the first to be secured overall from any supplier.

As well as using Microsoft Office 365, WMAS is also implementing SharePoint 2010 for document management, using the built-in version control and collaboration features. IMGROUP, an information management specialist that is part of the G-Cloud Supplier Community, supplied WMAS with the solution.

Phil Collins, head of IM&T at WMAS, said: "We needed to consolidate our systems and get everybody onto a common platform as quickly and easily as possible. We knew that moving to the cloud would help us overcome these problems, but we also needed to ensure we maintained the highest level of security around our patient data. IMGROUP gave us the ability to combine cloud services with our on-premise applications, delivering exactly what we needed."

Marcel Bonfrer, head of Office 365 Sales at IMGROUP, said: "Our hybrid approach

West Midlands Ambulance Service is to deploy the Microsoft Office 365 cloud solution

means we can help large organisations maximise the benefit from cloud services in a risk-free manner. Many public sector organisations, which are struggling with the alchemy of how to do more with less, see

their IT budgets eaten up with maintaining existing systems. Cloud computing is an opportunity to redress these numbers, allowing these organisations to innovate and drive change."

Serenic grows with global resellers

Serenic has announced the international growth of its Serenic Navigator partner network to Western and Southern Africa, the Middle East and the UK.

Four international resellers have become Serenic Navigator partners, while existing partner Techno Brain has expanded into South Africa where it has recently opened an office in Johannesburg.

New partners include Advantage Business Systems in London, First View Consult in Ghana, Megatek in Lebanon and Signal

Alliance in Nigeria. Speaking about the benefit of having new resellers, Randy Keith, Serenic president and CEO, said: "Serenic's reseller partners bring regional expertise that helps deliver our award-winning non-profit accounting software, Serenic Navigator, with a full suite of integrated financial management solutions to non-profits and NGOs across continents. We welcome these respected companies and their ability to expand the reach of Navigator's capabilities from Africa to Europe and the Middle East."

Serenic provides solutions to NGOs globally

Sweden welcomes citizens with SharePoint portal

The County Administrative Board of Västra Götaland in Sweden has implemented Microsoft SharePoint 2010. The project was carried out in collaboration with the European Refugee Fund, the Swedish Social Insurance Agency, the Swedish Migration Board, the Swedish Public Employment Service, several local Swedish governments and IKEA.

The SharePoint implementation is the first step in creating an integrated web portal to give refugees access to information and resources in five different languages, for establishing themselves in Sweden. The portal has been designed as a one-stop shop for all the information a citizen could need.

"With the SharePoint deployment, our aim is to promote broader inclusion and democracy in our society as part of the overarching EU Digital Agenda," said Kirsten Brogaard, process leader, County Administrative Board of Västra Götaland. "The goal of the agenda is to ensure all people in

SharePoint 2010 helps create new web portal for refugees in Sweden

Europe experience the benefits of technology, and that technology is leveraged in such a way to ensure those most often marginalised or disenfranchised in society are included."

After the portal went live in early February, the board now plans to introduce Microsoft Dynamics CRM Online and Microsoft Lync.

Dell improves business productivity

Dell has announced a completely refreshed portfolio of its Latitude and OptiPlex business laptops and desktops. "Dell's new lineup helps customers thrive with mission-driven devices and solutions that empower end-users – in the boardroom, the classroom, the hospital, or on the battlefield – while providing the state-of-the-art manageability and data protection that IT departments require," said Sam Burd, vice president, Personal Computing Product Group, Dell.

Dell also provided additional details on the new entry-level Dell Precision T1650 tower workstation, which comes with a broad range of Intel Core and Xeon CPU options, increased memory speed of 1600MHz, four USB 3.0 ports and Intel Smart Response Technology.

"As end point computing models continue to evolve so do the requirements of organisations to create a productive, manageable and secure environment," said Bob O'Donnell, program vice president, Clients and Displays, IDC. "End-to-end solutions are extremely important to Dell customers as they strive for greater end-user productivity while maintaining IT control."

"The Dell Precision T1650 tower workstations help our renowned oceanographers visualise their research by importing Fortran and Matlab models into Autodesk Maya, presenting jaw-dropping movies of the Baltic Sea," said Mats Olsson, systems administrator for the department of Earth Sciences at the University of Gothenburg. "It has enabled us to deliver

fast, high-quality results and we've been very impressed with how quiet and powerful the system is."

In other news, TechTarget, Dell and Intel have released two whitepapers that provide information on how cloud computing can help save costs, increase flexibility and improve efficiency, as well as the organisational benefits of cloud computing.

To download the whitepapers, scan the Microsoft Tag below on your mobile device
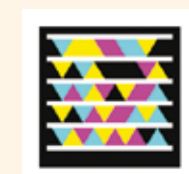
Lebanon government runs Lync 2010

Lebanon's Ministry of Finance has implemented Microsoft Lync 2010 to connect its staff of more than 5,000 government employees tasked with promoting a stable economic environment for the East Mediterranean country.

Since deploying the Microsoft unified communications solution, ministry employees can sort and search for one another by name; communicate via instant message; and add one another to contact lists. Lync 2010's voice conferencing capabilities have also helped cut communications-related costs.

"Employees realised that Lync 2010 had far more capabilities than just instant messaging, and they like the fact that they can keep in touch with everyone, especially if they're travelling abroad," said Ahmad Itani, systems manager, Lebanon Ministry of Finance.

Lync 2010 users can communicate easily via instant messaging

Atos wins major UK IT outsourcing contract

Atos, an international IT services company, has been awarded a five-year IT outsourcing contract worth £140 million by the Shared Services Alliance (SSA), a collaborative procurement initiative within the Nuclear Decommissioning Authority (NDA).

The NDA is a non-departmental public body reporting into the Department of Energy and Climate Change. It is responsible for decommissioning and the clean up of the UK's civil nuclear waste in a safe, secure and cost-effective way.

Atos will consolidate and modernise the existing infrastructure to improve service for more than 18,000 end users at more than 30 separate locations. This will deliver savings of more than 30 per cent over five years to the four businesses that have collaborated under the NDA's SSA for their IT outsourced services. This is the first IT contract to be awarded by the SSA.

Serbian EMS upgrades dispatching system

The Institute for Emergency Medical Service (EMS) in Serbia, has selected Microsoft Lync 2010 to upgrade its dispatching system. Previously when patients called EMS, their details were taken down on paper and a dispatcher relayed that information to the teams in the field via radio station or mobile phone. Now patients' calls arrive automatically, providing the caller's name, address and phone number to the responding operator along with call history and detailed information about patients' previous calls.

"Our dispatching centre is the vital link between citizens who are in need of emergency care and medical response teams," said Dr. Nenad Aracki, chief of the EMS. "The process in place was out of date, burdensome and directly impacting the ability of employees to do their jobs effectively. We managed to shorten certain time parameters, specifically the call centre response time. As we receive more than 650 calls on a daily basis, any savings in time is valuable. Now the operator can receive and distribute any information with just a few mouse clicks and within seconds."

KLM selects Microsoft private cloud

Dutch airline cuts processing times from six weeks to a few days with System Center 2012 private cloud

Dutch airline KLM, of which the French Government is a shareholder, has implemented a Microsoft private cloud solution to meet its ever-changing business demands. The company chose Microsoft System Center 2012 because it can synergise different hypervisors and operate systems in one cloud.

"We chose Microsoft technology because it enables us to implement multiple operating systems in one private cloud," said KLM's Timor Slamet and Irma van der Kroef. "This way we remain completely flexible."

Microsoft Services and KLM approached Microsoft partner Innovativ to implement System Center 2012. Implementation began in January and was completed by June. At the moment only the engineering environment is active in the cloud. "This is a test to see if the technology works as promised," said Van der Kroef.

First impressions have been very positive. "Our internal customers think it is ideal," said Van der Kroef. "A process that used to take six weeks is now complete in less than a day. Customers file a request for additional capacity in the morning and have their capacity available the same evening. There is no need to order new hardware or make any installations; it is just a matter of filing a request."

The next step is to implement the development, test and acceptance environment in the private cloud as well. "This is just the beginning," said Van der Kroef. "Our goal is to implement additional components in the cloud step by step, including the production environment. We see it as a path of development and we have just taken the first step."

This project has been entered for an award at the Microsoft Worldwide Partner Conference (WPC), which is taking place in Toronto in July. Maarten Goet, managing consultant at Inovativ, said: "We've submitted this project for this year's Microsoft WPC awards. The WPC Partner Awards from Microsoft showcase best-in-class solutions built on Microsoft technologies. With this strong case we hope to be able to celebrate our mutual success with KLM."

Unisys tests Windows 8 and System Center

Global IT company Unisys, which provides technology and services to commercial and government organisations, has signed up to the Technology Adoption Program for Microsoft System Center 2012 and Windows 8 in Portugal. The purpose of the programme is to validate the next versions of Windows 8 and System Center 2012 through end-to-end product validation and feedback. Its mission is to improve customers' businesses and product offerings by enabling the evaluation of pre-release technology.

Unisys Portugal has also won another Office 365 deal for a local Microsoft corporate account. Under the contract Unisys will design, deploy and manage 4,000+ enterprise plan Office 365 seats. This comes two months after Unisys signed its first Office 365 deal for 1,000+ enterprise plan seats.

In other news, Microsoft invited Unisys to showcase its Citizen Interaction Solution as part of the Microsoft e-gov modernisation framework at the Microsoft Executive Briefing Center, in Brussels.

VIEWPOINT
CLOUD COMPUTING

Paul Brook
EMEA Cloud Builder Program Manager, Dell

VIEWPOINT
CLOUD COMPUTING

José Carlos Anastácio
Public Sector Lead, Unisys Portugal

The power of choice

Paul Brook explains the true benefits that cloud computing can deliver to organisations operating in the public sector and beyond

Cloud computing can best be described as the natural evolution in technology services, enabling companies to move, for example, from delivering a few services to thousands of users to potentially delivering millions of services to billions of users. No longer just an IT industry buzzword, the cloud enables organisations to reach more people and grow and thrive as a business.

The rise of cloud computing has been driven by the change in the way users are consuming services – they want anytime, anywhere access across multiple devices. The use of technology in their personal lives has also increased tremendously, with users no longer content with being able to access services when they are in front of a PC or when the IT department or the IT vendor allows it.

While businesses are becoming increasingly aware of cloud computing, the question now is how and when to move to the cloud.

Businesses can choose to deploy infrastructure, services and software in the public or private cloud or in a hybrid model and then move those services around or scale up on demand on a pay-as-you-go basis.

It is this choice of deployment model and the flexibility to move services when necessary that makes the cloud a stand out IT development, especially in the public sector where organisations are constantly looking for more efficient and cost effective ways to stimulate positive transformation.

Additionally, with services delivered from a cloud, businesses don't have to make a large capital investment up front and can be up and running much quicker than with traditional on-premise implementations. If a particular service turns out to be popular with customers, provides a competitive advantage or cuts costs, this can then be scaled out as quickly as the business needs it.

The choice, flexibility and scalability of the cloud are all enabled through the Dell and Microsoft partnership. Companies can choose whether to use the full power of the public cloud through Microsoft Windows Azure. At the same time, Dell also enables customers to use hyperscale infrastructure themselves in a private cloud, with the PowerEdge C range of systems. These are hyperscale optimised technologies with a minimum order quantity of one.

Then there is the Dell vStart virtualisation solutions that leverage Microsoft Hyper-V and provide server, storage, network and management components that are pre-built and tested. These solutions can be integrated into an existing IT environment and offer the flexibility to scale to future business needs.

The advantages of the cloud are clear, but organisations will only be able to fully leverage the benefits if they take into account the needs of users and the business first, before deciding how and through what parts of the business to implement the cloud.

For any technology implementation to be successful, companies must be sure that they're choosing the right type of solution and the right deployment method for the business. The cloud then acts as an enabler to help businesses and people use technology in the way that they want. This allows them to become more effective and efficient in the way they work.

Paul Brook is EMEA cloud builder program manager at global technology provider Dell

> "The advantages of the cloud are clear, but organisations will only be able to fully leverage the benefits if they take into account the needs of users and the business first, before deciding how and through what parts of the business to implement the cloud"

Connecting the dots

José Carlos Anastácio gives his perspective on what governments need to do to help overcome the challenges they face as a result of the turbulent European economy

Europe is in the midst of one of the most challenging periods in its recent history. Facing another financial and economic crisis as the Euro continues to struggle, it's a difficult time at the moment for everyone, but particularly for public sector organisations.

Europe's market conditions are eroding public resources by reducing the revenue on one side and significantly increasing the social related costs on the other as a result of increased poverty and growing unemployment. This is leaving governments with a battle to maintain and sustain the European social model and one of its key pillars: the welfare state.

As a consequence, the pressure to cut costs is huge. And while IT has been commonly seen as a worthwhile investment in recent decades, it's not insulated from today's market conditions. In fact, many IT directors are being asked to reduce costs significantly, while new investments are being delayed or cancelled.

The good news is that the market is reacting to these pressures. Cloud computing adoption, for example, is on the rise, promising organisations significant cost reductions, and greater efficiencies and flexibility. The US Federal Government was one of the first in the public sector to move to the cloud and although experience shows that widespread cloud adoption will take some time, many organisations are looking to make the transition. Even in the short- to mid-term, a cloud adoption strategy can help to realise significant benefits. Here are just two examples.

Private cloud management systems like Microsoft System Center can help to rationalise data centres and streamline IT management.

Meanwhile, adopting a unified communications platform such as Microsoft Lync, which can be deployed on-premises or in a service-based or hybrid environment, can help to cut costs and improve collaboration across the organisation.

Of course, while cloud computing is proving to be a cost-effective alternative to traditional IT, it must be used in the right way to drive value across the organisation. When adopting a cloud computing strategy, organisations must focus on how exactly it will impact service delivery and hopefully improve it. After all, if governments can be more efficient in the way they provide services, and manage interactions with individuals, communities and enterprises, they will make even greater savings in the long term. The effort required to do this may seem daunting, but the opportunity to achieve this in a cost-effective manner using the power of the cloud is huge. Organisations have the chance to rethink how they structure their IT to support their evolving service delivery model.

Admittedly, there's still much to be done by many governments when it comes to building services-oriented solutions that can support seamless, multi-channel customer service delivery. Far too many investments have been made in the past where a good front-office solution concept ended up failing because it lacked integration with a siloed back-office infrastructure. Moving to the cloud may create a good opportunity to address this crucial aspect. Organisations can build streamlined front-office applications and integrate them with a scalable, cloud-oriented, back-office infrastructure that can scale accordingly to meet their ongoing needs.

José Carlos Anastácio is public sector lead at Unisys Portugal

> "The US Federal Government was one of the first in the public sector to move to the cloud and although experience shows that widespread cloud adoption will take some time, many organisations are looking to make the transition"

A BOLD VISION

The Municipality of Matosinhos in Portugal has made a bold move to modernise citizen services by streamlining its processes and extending online services to the public. Working with Unisys, the authority has realised impressive results. Rebecca Lambert charts the transformation

Through the SIMPLIFE solution, citizens are now served more quickly and efficiently

Matosinhos is a coastal municipality in northern Portugal with a population of over 170,000 people. As one of the region's commercial and industrial centres, its citizens expect the government to instil order, maintain the infrastructure, and govern in a streamlined and hassle-free way. While meeting this expectation wasn't always possible, today the municipality is leading the way in citizen service excellence, largely thanks to its new IT infrastructure built in partnership with Unisys.

Just a few years ago, the municipality faced a number of key challenges, as Nuno Oliveira, deputy mayor of Matosinhos Municipality, explains. "We had so many points of service spread out across the region in different buildings, and this meant that citizens were passed from one department to another to resolve a query," he says. "The result was extremely delayed response times, inconsistency, increased errors and, ultimately, frustrated and dissatisfied citizens. What's more is that our processes were largely manual.

This made it difficult to get hold of relevant information quickly or obtain data for analysis and decision making."

In fact, it was not uncommon for someone to have to wait as long as six months to receive a simple building permit needed to begin a construction project. Citizens had come to accept that a trip to City Hall, which typically required more than four separate visits for a single project, usually meant meeting with as many as seven different people to acquire the necessary information.

Today, the situation couldn't be more different. In 2005, a new mayor was elected and there was a general feeling across the municipality that the time was right for change. This led to the authority making the bold decision to revolutionise its processes. In particular, it looked into how it could take advantage of the latest in technological innovation to help simplify life for citizens and civil servants. "We knew the task ahead of us was huge, but we were ready to do whatever was necessary to improve our citizen service

delivery levels and we wanted to do it in a really innovative manner," says Oliveira. "Matosinhos is an innovative city, and we were keen to ensure this was also reflected in the way citizens could interact with the municipality."

Matosinhos was interested in taking its existing technology investments to new levels of service delivery, employee productivity and executive decision-making. However, the municipality's leadership recognised that a critical first step was needed – development of an overarching strategy and execution plan to ensure goals and objectives were clear and closely aligned with processes. The project was based on two vectors: quality service and productivity improvement, fighting a problem with three dimensions: external – the image of the municipality to the citizen; internal – effectiveness and efficiency in the process

procedures and employee motivation; and management – ensuring timely decision-making.

"We knew we had a demanding vision, but we also recognised that we had to make big changes to get to where we wanted to be in terms of meeting and exceeding citizen expectations," says Oliveira. "As a result, when selecting a technology provider to help us meet our objectives, we needed a company that shared our vision and could show us a whole new way of working."

Matosinhos considered a number of different options before finally choosing to work with Unisys and Microsoft. Paulo Teixeira, engagement manager at Unisys, is closely involved in the project and explains why his company was best placed to meet the municipality's needs: "In the tender process a

number of leading technology vendors were asked to provide their view on how to evolve citizen care. While others presented a very technically driven approach that didn't really focus on business processes or meeting citizen needs, Microsoft and Unisys approached the brief from a different angle: we focused on process. Unisys has a proven track record successfully delivering solutions to very demanding industries and Microsoft trusts in us to provide the industry-specific expertise required from a project of this magnitude. We really gave Matosinhos confidence in what we could deliver. We showed them that the best approach would be to design the IT, validate the proof of concept, and then we delivered on exactly what we said we would."

"Once we had seen their IT concept, Unisys

> "Once we had seen their IT concept, Unisys really stood out from the competition. It has proven to be an excellent choice"
>
> Nuno Oliveira
> Matosinhos Municipality

Nuno Oliveira is proud that SIMPLIFE has inspired other organisations to transform their processes

A global alliance

Mário João Santos of Unisys explains how his company is working with Microsoft to help drive excellence in the public sector

Innovation has been the engine for the Unisys and Microsoft global alliance. Unisys and Microsoft deliver secure, scalable solutions that harness the power of people and technology, allowing organisations to realise the value of enterprise visibility – total alignment of business strategy, process, applications and infrastructure.

Within the context of the Microsoft Connected Government Framework, the Unisys Citizen Interaction Solution reference architecture provides governments and municipalities with a platform that supports their core operations such as citizen-focused services and lifecycle management capabilities.

really stood out from the competition," adds Oliveira. "It has proven to be an excellent choice. Both of us have embraced the project wholeheartedly with determination, confidence and creativity. The results speak for themselves."

Careful planning

To drive the project forward, a team was put together involving a Matosinhos taskforce, a business consulting team from a local partner called Eurisko, as well as a group of experts from Unisys. The solution was designed following the Unisys 3D Blueprinting methodology to help define the key strategic approach, the processes and operations that needed to be automated, as well as the technology components required.

Although meeting citizen expectations was a priority, it was clear the solution needed to factor in other key criteria. In the first two months of the project, the Unisys 3D Blueprinting approach identified three other areas to

address: enhanced visibility for executives and regional leaders; greater efficiency through retooled processes; and increased civil servant productivity. "Our aim was to simplify people's lives, which was why we decided to name the project SIMPLIFE," says Oliveira.

SIMPLIFE identified opportunities for process improvement and called for a combination of Microsoft solutions, which included Microsoft Dynamics CRM, BizTalk Server, Office SharePoint Server and SQL Server, to create an integrated service platform that included three main modules: customer relationship management (CRM), document management and a geographic information system (GIS). Throughout, Unisys liaised with Microsoft in order to make sure the technology was used in the most efficient and effective way.

First, Unisys architects and consultants used BizTalk Server to integrate front- and back-office applications, particularly integration

with the authority's legacy enterprise resource planning system (ERP), and SQL Server for data services to create Matosinhos Citizen Mall. The front-office solution was then integrated with online services to create the Matosinhos Web Services Portal and made available to the public. "With information online for all users, we have democratised access to information across the municipality," states Oliveira. And once that phase was complete, e-mail, SMS and fax interaction gateways were linked to the front-office solution.

Speaking about the ongoing project, Unisys' Teixeira says: "There have been a number of phases to get to where we are today. The first phase required implementing the core functionality and integrating the new technology with the municipality's legacy IT infrastructure. That was extremely complex. The second phase involved creating a new channel that could offer everything they could do on premises: self-service, portal, messaging and e-mail responses. And just in the last two years, we have entered the third phase – specialisation. We're now in the process of extending functionality for the authority and creating vertical applications for specific departments. The great thing is, because we're now working with such a flexible and scalable architecture, we can just keep adding functionality as and when it's needed, and it's all fully integrated with the main platform. Looking ahead, we are exploring the opportunity to enable service sharing and drive greater efficiencies. From day one this was something Matosinhos aimed to eventually achieve."

Transforming the way services are delivered

By deploying such a tightly integrated Microsoft-based solution, the Matosinhos SIMPLIFE project has redefined the way services are offered within the municipality and established the foundation to accommodate future technologies that will further enhance government services.

Describing the impact the project is having on employees and citizens, Oliveira says: "Our efforts prompted a silent revolution across the municipality and we're now embracing the future, leaving the paper era behind. The most important benefit has been improving the

quality of people's lives. Processes are more transparent and citizens are served more quickly and effectively. We've also virtually eliminated error-prone manual processes. Employees are working more efficiently and they appreciate having access to up-to-date information."

"Matosinhos was a very bold customer," adds Teixeira. "They were forward thinking and had a clear vision for what they wanted to achieve. They weren't afraid of doing something nobody had done before. The risk has clearly paid off."

The solution earned Matosinhos the European distinction as the 2009 Best Citizen Service Project at the Microsoft Local and Regional Government Forum. And, more importantly, the solution has paved the way for streamlining additional and future services.

"Next we want to focus on mobility solutions," says João Prudente, the municipality's IT director. "We want to take our solution outside City Hall for other government entities like the police department and social services. We also want to make better use of BI."

A bright future

Taking advantage of the great relationship they've fostered, Unisys, Microsoft and Matosinhos are now building on the success of the SIMPLIFE project. They're also seeking ways to replicate the success they've achieved in other municipalities. "We are looking forward to a great long-term partnership," says Teixeira. "Roughly every two months, we will keep adding more functionality to meet Matosinhos' ongoing needs. The next big project for us will be to replace the existing ERP platform and change the way the business is presented internally."

What's more is that following the success of SIMPLIFE, other organisations across Portugal have taken note and approached Unisys to develop similar solutions. "We've demonstrated what's possible if you're willing to be forward thinking and embrace cutting-edge technologies. We're extremely proud to be an inspiration to other organisations across Portugal and beyond," says Oliveira. "Between Microsoft applications and the Unisys 3D Blueprinting approach, there is seemingly no limit to where we can take interactive, online collaboration and change citizen service delivery for the better."

JOINT OPERATIONS

Military logistics operations are complex and the challenges faced by defence organisations are constantly changing. Shrinking budgets, secure collaboration and complicated logistics – Karen McCandless finds out how Microsoft and partner technology can help

Government cost-cutting initiatives are putting military logistics operations under pressure as they continue to place strain on resources, people and processes. This, combined with increased deployments of troops – often working in joint operations with worldwide allies – on peacekeeping missions, has posed significant challenges. In addition, changes in the way militaries operate, as well as the increasing complexity of logistics in the field has led to a greater requirement for operational efficiency, improved decision making and secure collaboration, both internally and to external organisations.

"The challenges that military decision makers are facing at the moment revolve around reduced defence budgets – everyone has to do more with less," says Dee Daugherty, industry managing director of Worldwide Defence at Microsoft. "And with militaries increasingly engaging in joint operations, they have to find better collaborative tools to seek out and create best practices, not only internally in their organisations but also with partners and allies regionally and globally."

Essential to the success of these joint military operations is the ability to have accurate and up-to-date information about impending military threats or challenges, as well as being able to find out the exact location and capacity of forces. Obtaining situational awareness of the common operational picture through secure data sharing is key here.

Photo by Journalist 3rd Class Joe Burgess – www.navy.mil

"With forces increasingly being deployed in joint operations – both military and peacekeeping – there is more need for collaboration and sharing of product data across countries and systems," says Håkan Kårdén, CEO at Eurostep. "In addition, suppliers are now getting more involved in equipment maintenance and modifications than ever before, meaning that data needs to be available to an increasing number of parties."

"One of the key challenges, particularly in relation to driving efficiency out of the logistics supply chain, is to be able to share information across collaborating partners that include the various military organisations themselves, contractors, suppliers and other government agencies," adds Robin King, sales and marketing director at Deep-Secure. "Here the challenge is to establish trusted mechanisms through which information can be shared to balance a range of operational needs. These needs range from the ability to support timely

and effective decision support for military operations, to optimising commercial relationships to ensure costs are minimised in the face of tightening budgets. To do this in an environment where the security of information is of paramount importance is certainly a challenge."

Sharing information securely

As King mentions, information must be available across the entire complex supply chain in a secure way to enable military decision makers to plan ahead; control resources, goods and costs; deploy the right level of support; determine the most effective response; and ultimately make better decisions.

"These days there are so many different elements that make up the supply chain," adds Mahesh Punyamurthula, industry technology strategist, Worldwide Public Safety, National Security and Defense at Microsoft. "Everyone involved needs to be able to collaborate in a secure and efficient manner across the entire

product lifecycle. They also have to keep track of resources so they can proactively plan and send resources before they are needed."

"The goal is to provide the best possible support to the front line while minimising both costs and resource usage," adds Raymond Bierens, head of Global PHT Defence and Security Portfolio Management at Atos.

And as budgets shrink, military leaders are faced with the challenge of extending the lifecycle of their weapons platforms, airplanes and vehicles. "The first thing you see reduced when military budgets shrink is headcount, which is followed by expensive, futuristic weapons platforms," says Daugherty. "As a result, military decision makers have to look inward at what capabilities they already have and extend the lifecycle of those capabilities by adding new technology, maintaining their assets better and anticipating future trends. This will help stretch their resources accordingly so they can continue to meet national security objectives."

To maintain these assets, the status of the equipment must be constantly monitored to allow for preventive maintenance if forces are to be able to perform at optimum levels and to do that military decision makers need access to high-quality relevant data about field equipment. "MoDs operate in the field where the action is taking place and must trust that their equipment is in good shape," says Kårdén. "If you have a vehicle, you need to know its maintenance and repair status – if it is broken or needs work, as well as what skills and tools are needed for the repair. This depends on an organisation's ability to share data and provide access to this data in a secure way, which calls for close collaboration between users (MoDs) and industry."

"Defence and security organisations must figure out how best to work together effectively within a wider defence and security context at home and abroad, based on well-integrated networks that remain flexible and adaptive without compromise on security," adds Bierens.

Extending the lifecycle of existing infrastructure is one of the biggest challenges organisations face, but it is also one of the best ways to gain more operational efficiency.

Photo by Mass Communication Specialist Seaman Apprentice Daniel J. Walls – www.navy.mil

As the lifecycle of existing vehicles and machinery is extended, being able to collaborate effectively with suppliers is more important than ever

---

Protecting assets

Robin King explains why secure collaboration is becoming even more critical for military logistics organisations

Against a backdrop of increasing threats from cyber attack, pressure will continue to increase against all aspects of the supply chain to appropriately protect its information assets – be they from compromised to government classified information or from the protection of nationally critical intellectual property. With the wider global defence community seeing huge advantage in the pooling and sharing of capability, the need for secure collaboration and sharing of information will become more critical as industry is even more widely engaged in the delivery of that military capability.

Where pressure continues to build on doing more with less, the efficiency required

of logistics solutions across a combined government and public sector partnership will become even more acute – with the bad guys waiting in the wings to take advantage of the weakest part in the supply chain, which is now being shown time again as relying upon the cyber environment upon which these worlds are being built.

Robin King is sales and marketing director at Deep-Secure

Military logistics decision makers are now investing in integrated defence systems on a common platform to enable secure data sharing and collaboration to ensure operational readiness and efficiency.

Doing more with less

"While much effort is placed on the re-engineering and integration of a range of systems that have been used to manage logistics within the military, the use of common off-the-shelf components holds the key to being able to do more with less across an extended community of collaborating parties," says Deep-Secure's King. "As the reach of these consolidated systems spreads across a defence organisation, the ability to extend out to suppliers who are becoming an increasingly more integrated part

of the logistics effort to drive out cost benefits offers significant advantage."

"Creating a new ecosystem of collaborating MoDs with joint integrated supply chains who are connected to the various defence manufacturers should provide an increase in operational efficiency," says Bierens. "To support this, every member of that ecosystem needs to have its systems connected through a common platform. Being connected to such a common platform also can provide military decision makers with the right information at the right time to support decision-making processes."

And while defence budgets may be decreasing, spend on IT as a percentage of these budgets is actually increasing as military organisations are accepting that this operational efficiency is key. "Militaries by nature aren't designed to

be efficient, they are designed to be effective," says Daugherty. "However, with technology from Microsoft and its partners such as military logistics solutions and customer relationship management tools, militaries can run parts of their operations like an efficient business to spread their budget allocations further."

As Daugherty mentions, Microsoft and its partners are well placed to deliver this platform to military logistics organisations. One such solution that will enable data sharing in a secure manner is Eurostep's Share-A-space collaboration offering, which is designed for integration with Microsoft SharePoint and Office 2010. "Share-A-space integrates product data from different sources with its unique feature of being based on product data standards such as STEP and PLCS," says Kårdén. "With the

> "We want to work with partners and customers to anticipate how to best use the next technology to their benefit. Together with our partners, we have great synergy in driving innovation early so we can meet customer demands"

Dee Daugherty
Microsoft

release of Share-A-space 7.3 we have enhanced the access rights engine, which allows users in one organisation to access a single data item in a data set belonging to another company."

Microsoft Dynamics solutions can also help to overcome the operational logistics challenges faced by military logistics organisations. The business management software has seen widespread adoption in the industry due to its seamless integration with the systems already in use. "Dynamics AX is service-oriented-architecture-based, which ensures your existing investment can interoperate with the core AX platform," says Microsoft's Punyamurthula. "The solution provides localisation and business intelligence functionality along with performance-based logistics which keeps track of vehicles and how they are performing. It also has a familiar look and feel and works seamlessly with other Microsoft technologies such as BizTalk, Office and virtualisation solutions."

And, like Dynamics AX, much of the technology that can transform a military logistics organisation's IT environment is already out there. "Cloud solutions, the latest tracking and tracing technologies and flexible solutions are all capable of supporting the military supply chain," says Bierens. "Providing cloud solutions connected to a common Windows platform supporting all devices and systems can help support the new military logistics paradigm. To provide maximum benefit, this technology needs to be deployed along the entire military value chain, supporting the preparation phase, the operation itself and the post deployment processes."

Understanding the data

With recent advances in technology and the rise of consumerisation of IT and connected devices, organisations must also keep track of, monitor and proactively use the large amount of data that is being generated on a day-to-day basis.

"With the large number of systems and connected devices there has been an explosion of data," says Punyamurthula. "We will see militaries trying to harness big data and social media to gain more understanding of their environment and the threats they face, as well as actions to counter threats they face. Organisations also need to invest in data mining to protect against 'anti-social

media' where people misuse social networks to decode classified secrets. Meanwhile cloud computing – especially the private cloud – and ubiquitous connectivity will be key, enabling troops deployed worldwide to be connected to the command centre with access to data stored there."

In addition, with military decision makers on the move more and more, solutions that can be delivered via smartphones and tablets are becoming more important. And with the upcoming release of Windows 8, this is only expected to increase. "Previously, the common operational picture was only available in the command centre, but now forces can have access to situational awareness on the go with Windows 8 tablets," says Punyamurthula. "Add to that Windows To Go USB drives that are available as part of Windows 8 and enable users to boot a full corporate Windows environment from a USB stick. With new features such as

BitLocker in Windows, users can also be assured that their data is secure wherever they are."

Military logistics organisations will need to deploy these new technologies if they are to ensure continued improvements in their operational efficiencies while meeting defence targets. "Governments aren't going to be pouring money into defence budgets but, at the same time, military logistics organisations are now under pressure to deliver an order of magnitude improvement," says Eurostep's Kårdén. "This means they have to rethink what they do and have no choice but to innovate and introduce new technologies."

And with new technologies such as Windows 8 as well as developments in cloud computing, mobile and big data, Daugherty believes that Microsoft, together with its partners, can help military logistics organisations stay ahead of the innovation curve. "We've seen the same trend for many

years: in the past, new technologies weren't deployed until some of the capabilities of that technology had diminished due to new innovations coming in behind," says Daugherty. "We want to work with partners and customers to anticipate how to best use the next technology to their benefit. Together with our partners, we have great synergy in driving innovation early so we can meet customer demands."

To find out more about Microsoft in the military logistics industry, scan the Microsoft Tag below on your mobile device

---

Viewpoint: **Raymond Bierens, Head of Global PHT Defence and Security Portfolio Management, Atos**

Protecting against cyber attacks

Raymond Bierens highlights the importance of defending against cyber attacks as connectivity levels increase

New technology increases the dependence of defence and security organisations on IT solutions and services. In order to reach information and decision-making superiority, while operating more cost-effectively, many bodies have to connect via the internet to external agencies, other nations or (out-sourcing) partners.

This greater reliance on technology and the increase in connectivity also opens an organisation up to a greater risk of cyber intrusion or attack. Cyber attacks are still seriously underrated as a risk within the organisations themselves and it's believed

that many are not sufficiently protected. This can be mitigated through a thorough understanding of the risks, to make sure that organisations have the right level of protection. To reach a desired end state in an operation, these challenges need to be tackled comprehensively, often with many partners and in a networked environment.

Delivering new technology for military logistics to defence and security organisations means that they will have guaranteed cyber security embedded. Since many of the current solutions are built under the architecture of 'security by design', the new

generation solutions will have to be built under 'design by security' with security as a leading architectural principle.

Raymond Bierens is head of Global PHT Defence and Security Portfolio Management at Atos

---

Partner spotlight : **McLane Advanced Technologies**

A trusted provider

McLane Advanced Technologies has over 100 years of logistics and distribution experience. We find out how it has taken this expertise to the US Army and beyond

In 2004, Drayton McLane and his small company McLane Advanced Technologies (MAT) went to the US Army with an unsolicited proposal to modernise its distribution management system. At the time, the US Army's greatest need was to upgrade its ageing Standard Army Maintenance System (SAMS). MAT took on this challenge in direct coordination with the Army program manager and SAMS-Enhanced (SAMS-E) was developed. The solution was delivered to the army ahead of schedule and under budget.

SAMS-E is a logistics system that provides maintenance management of equipment, including repair parts ordering, motor pool operations, fleet management and equipment readiness reporting. SAMS-E was a key development that contributed to histori-

cally high readiness rates across the army to include deployed units and equipment in Iraq and Afghanistan.

SAMS-E software runs on Windows 7 SPI and Server 2008 R2 operating systems, is written in C Sharp (C#) and developed using Visual Studio. NET. The version released earlier this year incorporates the latest Army Golden Master and Unified Goldmaster for improved information assurance and Department of Defense (DOD) compliance. Deployed to roughly 25,000 systems, SAMS-E is a secure, sophisticated solution that equips today's army with the technology needed for the future.

MAT also recently won the contract to maintain the Property Book Unit Supply-Enhanced (PBUSE), which manages property accountability for the US Army. It provides a

complete inventory of all equipment, location and current condition. It also tracks which organisation owns the equipment and identifies the individual hand receipt holder. The application was the army's first logistics web-based solution. Using the Rapid Application Development methodology, the software was written in JSP, Java, SQL, XML, C#, HTML and Java Script. The client operating system loaded from the Army Golden Master supports both Windows XP and Windows 7.

Both SAMS-E and PBUSE are major army logistics programs that require diligent, ongoing management to include help desk support and training. MAT continues to provide quality support to the field and seeks to improve the logistics information systems that support DOD.

NATIONAL SECURITY

Solutions from Microsoft and its partners are enabling secure collaboration and data sharing, and better asset visibility for military logistics organisations. Martin Slijkhuis, Public Safety and National Security industry lead for Microsoft Western Europe, takes a closer look

Military decision makers need innovative IT solutions to help them better manage their operations to enable more efficient systems and more effective processes while supporting one of the most complex supply chains in the world. Collaboration with an increasing number of organisations across the globe as well as internally means that an integrated logistics approach to better manage the data flow across the supply chain is more important than ever. As a result, military logistics organisations are looking to Microsoft and its partners in the defence industry – including Atos, Eurostep and HP – to help them optimise their operations and meet their mission goals while saving time and money.

"The permanent challenge for the industry is delivering faster, better and cheaper," says Eric Lagracie, air transport business solution manager at Atos. "This means optimising collaboration with partners (clients, suppliers and authorities) and different internal services in a company, as well as deeply managing the product lifecycle as a whole is key."

Meanwhile, developments in the way armed forces operate has led to a more collaborative approach across military organisations in different parts of the world as well as under global alliances such as NATO, further expanding but also complicating the supply chain. "In running military logistics operations, pooling and sharing resources between countries will become an increasingly common approach," says Raymond Bierens, head of global PHT Defence and Security Portfolio Management at Atos.

As troops are deployed more on joint missions in multinational task forces across the globe, the need to share data securely, not just internally but also to external organisations, has risen. All of this must be achieved against the backdrop of shrinking defence budgets and massive legacy systems that are often not able to facilitate secure data sharing and provide military decision makers

with the relevant information when they need it. Organisations also have to be sure the systems they invest in will provide a return on investment (ROI), meaning that a rip and replace IT approach isn't an option.

"For long cycle and cost pressured industries, every change in process or system should demonstrate ROI," says Lagracie. "ERP is part of the solution, but the question is how to integrate specific business systems (from real-time operations for example) and ERPs, knowing that those systems would in addition come from several organisations".

Atos supports many ERP military logistics solutions, ranging from implementing SAP in the UK Department for the Environment (Hydrographic Office); Denmark, Finland and the Bundeswehr; French, UK and Dutch Ministry of Defence (MoD); to Microsoft solutions in NATO. This means that Atos is particularly well placed to synchronise and upgrade the core SAP environment for defence and security organisations. Connecting current legacy systems to an ERP implementation such as SAP provides challenges in providing insight into integrated logistics to military decision makers.

Managing the complexity

"There is so much complexity; each MoD has its own legacy systems, many of which have been around for years and have been implemented in completely different ways to support locally defined processes," says Håkan Kårdén, CEO at Eurostep. "Organisations then try and take the data from these legacy systems and put it in SAP, which is supposedly a de facto standard industry system. This approach isn't working, as ERP systems cannot handle advanced logistics data nor do they enable secure data sharing. In addition, organisations cannot provide external companies with access to information stored internally in systems such as SAP, as there is a security risk."

> "The wide range of Dynamics AX implementations assures the client that the toolset is adaptable and strong, as defence institutions rely on proven experience"
>
> Mike Schaefer
> HP

Eurostep's Share-A-space solution – of which Atos could act as a system integrator – can enable this data sharing in a secure and seamless way across the supply chain. It is based on the Product Life Cycle Support (PLCS) information standard, which was introduced in 2005 to help address information requirements across the product lifecycle. PLCS has since been recommended by NATO as a standard for collaborative efforts in STANAG 4661. Its purpose is to establish structured data exchange and sharing to support assets throughout their entire lifecycle. It maintains the consistency, maintainability, exchangeability and continuity of data, whatever systems are being used. The French MOD recently went public with its intention to adopt PLCS/Stanag 4661 as the interface between itself and industry.

"Eurostep was heavily involved in the development of PLCS and as the standard has developed we have incorporated it further into the Share-A-space product," says Kårdén. "Share-A-space integrates with military organisations' existing systems meaning they don't have to go through a costly system replacement. The solution can import and export data from other industries that legacy systems wouldn't be able to handle due to security concerns."

Share-A-space is already helping military logistics organisations securely manage and share their data. Defence company BAE Systems wanted to find a better way to collaborate with its business partners. It worked with Eurostep to deploy its Share-A-space solution, which engineers and designers use to share information securely. Eurostep has also received a contract from Kongsberg Protech Systems for its Share-A-space platform for business collaboration. Share-A-space is useful inside MODs as well. The Swedish Defence Materiel Administration (FMV) has been using Share-A-space since 2009, keeping configurations for materiel systems including the assigned people responsible for each system.

With Microsoft technology at its core, Share-A-space can assure the high levels of security necessary for military organisations. The solution is built on the Microsoft .NET Framework, which incorporates ASP.NET, Windows Communication Foundation and Windows Identity Foundation (WIF), as well as running on SQL Server 2012.

"WIF and other security features in Share-A-space are very important because they allow organisations to give users access only to the information they want to share with them," says Kårdén. "The idea is you take only the data you want to share and put it in the Share-A-space environment, which is highly secure."

> "WIF and other security features in Share-A-space are very important because they allow organisations to give users access only to the information they want to share with them"

Håkan Kårdén
Eurostep

Being able to share this data in a secure way enables organisations to have access to an accurate and up-to-date picture of assets and supplies, as well as the mission readiness of equipment. And with forces often operating in remote and inhospitable environments, constant maintenance and repair is necessary to maintain the performance of these assets. Military logistics organisations expect their systems to offer the right equipment in the right place at the right time to achieve operational efficiency.

"Military assets are of vital importance in their direct and immediate impact on force readiness," says Mike Schaefer, manager, defence logistics practice at HP. "There is significant attention to the capabilities of materiel that supports unit missions, training, and the ability to react quickly, as well as apply the full effect of the force to a situation – whether on the battlefield or in response to a natural disaster. Units assigned a mission rely upon their unit assigned equipment – from individual troop 'battle-rattle' to transportation and material handling equipment to weapons systems. Understanding the status of materiel is tantamount to knowledge of the force's ability to support the national strategy."

While many military logistics organisations try to rely on their legacy systems to manage their assets, others are looking for a new solution that will enable them to transform their IT environment, increase operational efficiencies and cut costs. But these organisations need a solution that can be implemented quickly and doesn't require a long information transformation programme.

"In the world of large defence forces there is a history of wanting large-scale IT solutions," says Schaefer. "Selection, design and implementations are driven by programmes of long duration, sometimes spanning a decade or more. The original desire for attaining efficiency and value evaporates into the state of the programme. But, in recent years, HP Enterprise Services has been faced with its defence force clients needing to modernise technology but in a fast, adaptable and agile manner, which derives productivity from IT quickly and delivers value in terms of logistics accountability and materiel management savings even quicker."

This is where Dynamics AX comes in. Microsoft's ERP offering easily integrates with other systems and is secure and simple to deploy and use. The solution includes functionality for budget planning and financial management; fulfilment and supply chain; enterprise asset management; and financial evaluation.

"Microsoft Dynamics AX is a tool designed to address enterprise process needs and deliver value quickly," says Schaefer. "The wide range of Dynamics AX implementations assures the client that the toolset is adaptable and strong, as defence institutions rely on proven experience. Users can take advantage of the capabilities of the entire force to make decisions on new tools and processes. Leaders can be confident that all ranks will quickly absorb the AX methodology. More familiarity leads to faster adoption, which leads to faster improvements and greater value."

Through the added value that Dynamics AX and solutions from Microsoft partners like Atos, Eurostep and HP offer, military logistics organisations can gain the expertise they need to transform information advantage into competitive operational advantage.

Mission Controlled

National security starts at the local level. Esri® has the data fusion tools you need to assess risks, identify vulnerabilities, prevent attacks, and reduce the impact if an incident occurs. With Esri, your community is secure and your mission is met.

esri®

For Esri locations worldwide, visit esri.com/distributors.

Reaching out

From cutting costs to connecting communities, unified communications can deliver huge benefits for public sector organisations – and many already hold the key to seamless connectivity. Jacqui Griffiths finds out more

Public sector organisations come in many forms, from government bodies to emergency response teams, healthcare institutions and educational establishments. Each faces challenges unique to its own area of operation, but all of them are focused on improving efficiency, delivering better services and reducing costs.

"Public sector organisations face issues such as reducing costs, maintaining services and being equitable for citizens on a day-to-day basis," says Andrew Graley, healthcare director for Europe, the Middle East and Africa at Polycom. "If we assume that these issues are similar between local and national government, emergency and healthcare services, then the overriding issues become those of infrastructure, complexity and the need for change – rather like those challenges faced by corporate and multinational companies."

Communications are central to everything organisations do – and ensuring cost-effective, efficient communications is a headache for many CIOs and CTOs. "For example, legacy private automatic branch exchange (PABX) switchboards are often expensive to maintain, inflexible and can make it difficult to manage things like network contract rates," says Graley. "Switchboards that don't integrate with a unified communications strategy not only add to running costs inside public sector services; they also add complexity."

That complexity is increased by the rapid development of communication technologies, says Michael Proske, head of business strategy, civil and national security in Germany for Atos. "Few other technologies have seen such rapid development over recent years as information technology, telecommunications and security. This means that organisations now need the most effective solutions to unify those technologies in order to provide seamless, secure communication."

It's a situation that is both transforming the public sector and intensifying the need for a good unified communications strategy, says Mário João Santos, partner business manager at Unisys. "In this environment, the biggest challenge is to identify best practices in delivering public services in a cost-effective manner, simplifying the existing communication platform architecture and making end users aware of a new way to communicate."

Unified communications is a broad term for technology solutions that embrace the different connectivity needs of a variety of organisations. "Some schools and colleges are looking for a cheaper way to handle traditional telephony, while others might want a more progressive approach to communications that will enable collaboration across a variety of channels," says Dee Chury, practice executive

for global unified communications and collaboration at Dell. "Many local governments are looking for ways to embrace agile working as they sell off properties and consolidate their office footprint, while central government faces the challenge of allowing widely dispersed teams to work together and make centralised decisions wherever they are."

Santos says that unified communications provides a seamless flow between what end users do and the people they need to connect with to get that work done – leading to a significant increase in overall productivity. "Our customers benefit from cost reductions because they can

turn off legacy systems and appliances that they no longer need," he says. "In a long-term scenario, lower cost cross-organisation communication is the reason why organisations move to solutions like this. For example, an energy regulator in Portugal has recently seen significant reductions to its communication costs after deploying Unisys' unified communications solution, which is based on a set of products and services that provides a consistent unified user interface and user experience across multiple devices and media types. By spreading the solution across its affiliates, the organisation has been able to make widespread savings."

Extended benefits

But alongside these tangible benefits, unified communications also delivers significant intangible value, says Chury. "Effective unified communications can help to generate revenues and cut costs. They can enable a university or college to generate revenues by reaching out to overseas students with rich, immersive courses, or allow government organisations to connect remote workers and embrace agile working. But there's more to it than that; the way people are able to communicate also makes a key difference. For many people used to working in an office, working remotely with only a telephone and e-mail for communication can make them feel quite isolated. But unified communications –

especially enabled by technologies like Microsoft Lync – facilitate a far more intuitive connection that incorporates a variety of channels such as video, voice and text."

The possibilities are endless, from Dell's Virtual Classroom solution which allows students, teachers and visiting speakers to participate in live classes, either within the physical classroom or remotely and in real time or on playback, to the solutions that are connecting workers who, for one reason or another, can't spend eight hours a day in the office. "Any public sector organisation will have some kind of inclusion policy, and these technologies go a long way in helping to meet it," says Chury. "Unified communications enables organisations to extend their contact centre and include many valuable, experienced workers back into the workforce."

Graley says that unified communications often delivers benefits beyond the cost savings and efficiency gains initially envisaged by customers. For example, the UK's NHS Lothian worked with partner health boards in Fife,

Borders and Dumfries and Galloway to look at innovative ways to maximise the efficiency of its 27,000 staff so they could provide world-class primary and secondary healthcare to 200 sites. By adopting Polycom videoconferencing and unified communications solutions, NHS Lothian enabled specialists to use state-of-the-art videoconferencing to diagnose patients – enabling faster diagnosis and treatment of patients as well as saving travel time and costs to reduce waiting times and clinician and patient travel times. But the benefits extended even further, as NHS Lothian was able to offer remote learning to increase the skills of staff and help minimise the skills gap between acute care hospitals, surgeries and community hospitals.

"Unified communications can have a dramatic impact on the services provided to citizens," comments Graley. "The phone on your desk doesn't need to be connected to a switchboard anymore. By using Microsoft Lync, users can conduct phone-only conversations, join group voice conversations and share work without elaborate and expensive systems.

> "Unified communications can have a dramatic impact on the services provided to citizens, the phone on your desk doesn't need to be connected to a switchboard anymore"

Andrew Graley
Polycom

Viewpoint: Michael Proske, Head of Business Strategy, Civil and National Security, Atos, Germany

Protected connectivity

For defence and security agencies, communications need to be secure and ready to go in any environment, says Michael Proske

"In the field of defence and security, digital trunked radio networks and voice over internet protocol (VoIP) are superseding analogue fixed-line and wireless systems. The challenge for every defence and security organisation will always be how to cope with all current and future requirements for secure command and control systems. They need to assure the integrity and security of highly sensitive data while making it readily available for authorised users, using standard components and staying in touch with technological progress.

"There is a pressing need for these organisations to enable secure, efficient communication using commercial equipment like tablets and smartphones, while enabling

these devices to be certified by national organisations to use in restricted, confidential or even secret networks. In contrast with the past, even military organisations are not able to develop these technologies on their own."

Having found that 70-80 per cent of the cost to develop solutions for the specific needs of a military or civil customer is spent on developing a robust infrastructure and platform service, Atos developed the Secure Integrated Militarized Infrastructure Platform (SIMIP) Deployable Data Centre, which has already attracted interest from various Eastern European NATO nations as well as police and aid organisations in Germany.

"The SIMIP Deployable Data Centre is

based completely on Microsoft technologies such as Windows Server 2008 R2, SharePoint and Exchange," says Proske. "Atos combined these products and customised them for the specific requirements of organisations that need secure computing in the field, integrating secure clients and crypto boxes so the solution can be used on secret networks.

"You could call SIMIP 'deployable cloud as a service.' It can be used in the field or in a stationary data centre by up to 5,000 users. It provides a ready-to-use infrastructure-as-a-service and platform-as-a-service solution with basic features out of the box, giving customers a starting point for the integration of their own applications."

Meetings can be enhanced by using video, all through the same desktop client software. In many cases, the underlying need might have originally been to reduce travel costs – a major and increasing issue for organisations everywhere. But the benefit of collaborating more frequently has steered departments to streamline their services without sacrificing productivity and efficiency."

Intuitive communication
Microsoft technologies, and Lync in particular, are proving invaluable in enabling unified communications to bring together different technologies and create a seamless whole that is far greater than the sum of its parts. "People are comfortable using Microsoft solutions to communicate – at work and at home," says Graley. "Polycom and Microsoft share a commitment to standards-based, interoperable unified communications solutions that make it easy for users to collaborate. Our solutions enable users to make enterprise-grade, high-definition (HD) video and voice calls at the touch of a button from familiar Microsoft environments. There are more than 40 Polycom solutions that natively integrate with Microsoft Lync, enabling a highly personalised unified communications experience for users. For example, a user can click a name on the Lync contact list to instantly meet with a colleague face-to-face via Polycom RealPresence video, in HD quality. This can also be extended to include dedicated meeting room systems such as the RealPresence Room HDX system."

Lync's popularity is exemplified by the fact that users naturally employ it for social as well as business communication – so its provision of agile office communications can be said to include a virtual water cooler as well as desktop communication tools. "If you focus on an individual technology and the benefits it can offer, you can miss a lot of the value of unified communications," says Chury. "In addition to enabling cost savings and efficiency, Lync offers an easy, intuitive form of communication through multiple channels that makes colleagues feel truly connected. Most people are comfortable with consumer applications such as Skype, and Lync offers a similar type of interface for business, so users feel comfortable using it with very little training."

Perhaps the biggest surprise is that, far from being out of reach, these capabilities are easily achievable for many public sector organisations. "Most organisations already hold a licence for Lync but they haven't necessarily used it," says Chury. "So in terms of gaining the benefits it has to offer, they're already halfway there."

Looking ahead
Unified communications is an inherently forward-looking strategy, and while nobody can see into the future, a brief speculative peek suggests a natural progression that can easily embrace upcoming developments. As the consumerisation of IT continues to blur the boundaries between business and consumer communications, a path is being laid for increasingly seamless connectivity between colleagues, partners and customers.

While many public sector organisations will still require room-based solutions such as HD videoconferencing, it's likely that they'll increasingly look to providing desktop-based unified communications, with mobility playing a key role. "Mobility is a huge area of concern in the public sector," says Graley. "For example, some organisations are working on 'bring your own device' policies, while others want to issue controlled slates and tablets."

"We can assume that as mobile grows, a new generation of security will emerge for virtual networks and usage of different webs," adds Proske. "Mobile security solutions will depend on interoperability between mobile devices and multiple advanced systems, devices and technologies. For many applications, real-time processing with specific technologies like speech recognition or synthesised voice response in different languages will be key requirements."

Santos points to the consumerisation of IT as a key driver here. "Organisations, especially in the public sector, will need to address the consumerisation of IT in a way that sparks creativity, encourages collaboration and promotes innovation," he says. "But they need to do all this within the secure walls of an IT ecosystem that safeguards enterprise resources and reduces costs."

But no matter what public sector organisations do in the future, the systems now exist to do it and can grow with the needs of the institution. "Giving the users the option of selecting the type (voice, video, data or all three) and method of communication – whether it's room, desktop, personal, tablet or smartphone – will be a big requirement," says Graley. "Certainly, there will be a need for reliable, high-quality and yet simple-to-use solutions – both in the hands of the user and infrastructure on the unified communications network."

"Unified communications is already enabling amazingly effective, seamless communication with colleagues across the world," concludes Chury. "In future, we'll see more organisations using technologies like Lync to reach out to wider audiences, maximise efficiency and develop potential revenue opportunities – and to offer their people increasingly intuitive and inclusive ways to connect."

Microsoft Dynamics AX 2012

Making an impact in public sector

Rebecca Lambert speaks to Hitachi Solutions' Steve French about how Microsoft's latest ERP solution Dynamics AX 2012 is making public sector organisations realise there's an alternative to the legacy IT they currently rely on

According to a recent survey conducted by Microsoft and GFOA Consulting, many public sector organisations feel that their existing enterprise resource planning (ERP) systems have not met expectations. In the report called '*The real impact of ERP systems in the public sector*', **respondents highlighted challenges in measuring the benefits of their ERP solutions. Results show that organisations that have not modernised in the past decade are unaware of the cost of modernising, and those organisations that have modernised are challenged with accurately achieving the intended benefits of an ERP system.**

Dealing with the pressures of scarce funding and limited resources, many public sector organisations today are choosing to extend the life of their current ERP system because of functional gaps, user resistance and adoption issues; the complexity of the implementation process; and an inability to measure the benefits. There are, however, organisations out there that are taking a fresh look at new offerings on the market, such as Microsoft Dynamics AX, which can help reduce complexity and costs, and ensure a faster return on investment.

Leading IT solution providers like Hitachi Solutions work closely with Microsoft to deliver industry-specific Dynamics AX solutions to the global market. Rebecca Lambert speaks to Steve French, vice president at Hitachi Solutions, about the impact Microsoft Dynamics AX 2012 is having on the public sector and how organisations can get the best from their IT investment.

Saving costs is a top priority for public sector organisations. While IT solutions are proven to help, do you think government organisations are doing enough to ensure they're investing in the right technology to suit their needs?
My general observation is that many local and regional governments have become used to building point solutions to deal with specific needs and challenges. This approach has resulted in many organisations having to deal with a build up of point solutions over time and then having to try and fit them all together. This creates a spider web of integration points and makes upkeep almost impossible. Ultimately, it's a narrow, short-term focus, which creates significant long-term costs. Organisations then take on more IT professionals to maintain the infrastructure; they turn to consulting firms to manage the complexity; they have to invest in more point solutions as their needs change – as you can imagine, the associated costs can rapidly escalate. However, there's not yet a widespread recognition that there's a better way of going about this. Public sector organisations can learn a great deal from what the private sector has done in terms of IT consolidation and modernisation.

What are the main problems organisations face if they've invested in IT that doesn't truly align with their processes?
The obvious problem organisations face is that they end up with islands of information. They have multiple separate systems doing

"By bringing a solution to market like Dynamics AX 2012, Microsoft is showing that there's a cost-effective, more agile alternative to the traditional solutions companies usually turn to"

Steve French
Hitachi Solutions

separate things, and no way of maintaining a single version of the truth. What might be called 'a' in one system could be called '3' in another. As a result, many organisations tend to rely on spreadsheets and we all know the problems this can cause, particularly in terms of data reliability.

Another issue is that organisations using legacy IT become increasingly dependent on a select few within the workforce who can understand how to use the systems. This knowledge can be lost as workers move on or retire. Those organisations forced to reduce headcount are finding it's becoming an increasingly high-risk activity in light of this.

This time last year we spoke about the potential impact of Dynamics AX 2012 on the public sector. What effect do you think the solution is having 12 months on?
By bringing a solution to market like Dynamics AX 2012, Microsoft is showing that there's a cost-effective, more agile alternative to the traditional solutions companies usually turn to. At the moment we're still in the process of raising awareness about Microsoft's capabilities in this space. People have gone from not realising there's a Microsoft ERP public sector option to finding out there is, and that it's a really strong solution. Over the next two to three years, I expect us to be sharing more and more success stories about how public sector organisations are taking advantage of Dynamics AX to streamline their business processes, cut costs and achieve unprecedented agility.

How does Dynamics AX 2012 compare to legacy ERP solutions and other ERP products available on the market today?
There are two elements to this response. Firstly, legacy ERP systems are becoming more of a risk the older they get. System support and upgrades are more likely to cease, which means if a system fails it's more costly and harder to fix. Reliability is a huge issue. In contrast, Dynamics AX is backed by Microsoft, which delivers a clear product roadmap and offers the financial viability and stability that only comes with dealing with a large vendor. If you think about it, Microsoft technology is already prevalent on desktops across the public sector. Dynamics AX is a natural extension of this.

Another issue that comes with using old IT is usability. Younger people joining the workforce simply won't stand for using ancient systems. User productivity is vastly better in Dynamics AX 2012 as a result of its intuitive interface and integration with familiar Office products.

Finally, compared to the traditional vendor solutions, Microsoft Dynamics AX is vastly more cost effective. Why pay the premiums imposed by some of the traditional large vendors when you can implement a more agile solution that offers the same functionality at a third or half of the cost?

In April, Hitachi's Microsoft Dynamics business became part of Hitachi Solutions. Can you tell me more about this move? How do you expect the transition to help Hitachi Solutions take advantage of the growing Dynamics market opportunity?
It's really quite important what we've done. As the Microsoft Dynamics solution moves out of small businesses into larger businesses and the enterprise space, it requires a much deeper and broader skill set from implementation partners. We've been quite forward looking and we've equipped ourselves so we can effectively meet the needs of these new, larger customers. We know that large organisations are not going to want to sign long-term contracts with small partners. Consolidating the global Dynamics business within Hitachi Solutions allows us to offer a combination of software and services to our customers, helping them get the most value from their investment. Hitachi Solutions is also headquartered in Japan where the majority of public sector organisations run on technology developed by Hitachi. Microsoft Dynamics AX fits really well into this space. We've got really deep expertise and we're now one of the largest employers of Microsoft specialists. We've been around for over 100 years and we are extremely excited about what we can achieve going forward.

Building a virtuous circle

Albert Seubers at Atos explains the importance of connecting services today to create the cities of tomorrow

Cities around the world are continuing to grow and change. In fact, global trends indicate that urbanization is only set to grow – by 2030 around 60 per cent of the world's population is expected to be living in urban areas. There are many challenges involved with dealing with this. Not only does the way cities grow need to be managed, but so does the changing dynamic of the city population.

And it's not just citizens moving to cities that need to be considered. The world's business communities are always on the look out for new locations to base their offices and factories. Cities are facing a global competition to be the best place to reside, to attract a quality skilled workforce and provide educational institutes to support companies in their R&D programmes.

Challenges ahead
Creating and maintaining cities that meet all these requirements can only be achieved by creating a community where people and businesses are engaged to cooperatively realise this vision. Information sharing is the key to making this happen. After all, services provided by the city need to be able to meet the growing expectations of citizens and businesses.

Looking at city administrations now, more often that not, many organisations don't tend to work directly together on projects, but instead occasionally share the information they keep in their siloed IT systems. These silos need to be connected to maximise support to citizens and provide city workers with integrated information. These issues are three dimensions of one theme: connection. This involves connecting government to citizens, connecting information to government workers, and connecting government agencies together, to

achieve higher levels of service, efficiency and accountability for the next generation of citizens.

In order to achieve this, governments need to find a way of converging services, modernising workplaces, and improving connectivity between organisations, citizens and external service providers. Recognising these common issues faced by government organisations, Microsoft has developed the Connected Government

Framework, which brings together platforms, applications and software. This helps to create an IT landscape that is most suitable for providing the best services to citizens and city workers.

The Atos and Microsoft partnership
Working alongside Microsoft, Atos is committed to helping cities create an environment where every citizen feels at home – a place where
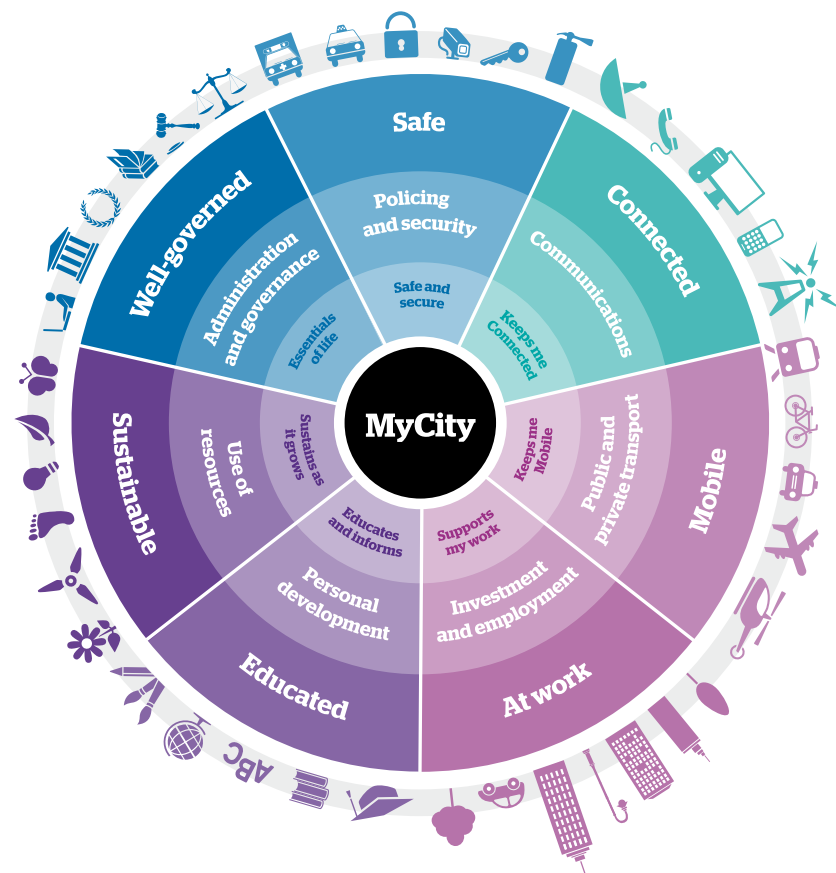
The Atos MyCity vision covers seven factors that are critical to the success of any city

everybody feels safe, that offers education and work, where everybody can travel easily and find affordable housing – a healthy city ready for the future.

Atos offers solutions to cities to provide the connections needed. These solutions all adhere to Microsoft's Government Framework Architecture, making it easy for cities to use solutions from other partners as well. Connection means creating a multi-channel, mid-office system that connects the various back-office silos to one easy-to-use web interface providing all functionality needed for optimal service delivery like workflow management, document management, case management and so on. Combining these silos can result in significant savings over time.

A mid-office solution like this also allows smartphone apps to tap into city systems directly. Apps, for example, which allow citizens to report dangerous/unhealthy situations or

other issues, can send important information straight into city planning systems to enable very short response times.

Initiatives like this help to relieve the pressure organisations face over budget cuts. At the same time, there are other ways they can cut costs. For example, Atos provides alternative IT consumption models, which allow organisations to take advantage of public and private partnerships, and use pay as you go pricing options. Atos, for instance, provides an e-enabled services solution to 30 Dutch cities with a total population of approximately 1.2 million citizens, for a fixed fee, per citizen, per year.

Looking to the future, sustainability needs to be a focus for everything cities do – be it creating the best transport solution or just renewing their IT infrastructure. In line with this, Atos is supporting cities to create the best sustainable solution through Atos' Firm of the Future approach as well as its Atos MyCity vision.

Atos MyCity
The Atos MyCity transformational vision looks at the city, its people and the services it delivers as a single, integrated whole.

The Atos MyCity virtuous circle has seven entry points, each one addressing a key factor in making each city attractive to investors and successful as a place to live and work. We see the issues through the eyes of citizens, then translate these into actions for administrators, before offering practical, proven IT solutions for all of these key needs. It's simple, integrated and in tune with the reality of life in fast-growing cities, today (and tomorrow). Above all, Atos MyCity is focused on delivering measurable benefits, and fast.

There are seven big concerns for city governments. These are issues that really matter to ordinary people living in cities:
- Having a safe and secure place to live
- Being able to connect internally as well as with the outside world
- Having the ability to move around easily and as quickly as possible at all times
- Having a great place of work that attracts and retains talent
- Having access to personal development opportunities and lifelong education
- Offering sustainable growth
- Being able to trust in a well governed and efficient system.

The Atos MyCity vision focuses capability, expertise and resources at all of these issues in an integrated, targeted and joined-up way. Our vision uses IT excellence to drive real-world benefits, now and into the future.

Governing a city means dealing with challenges on all these axes, creating the need for an observatory that has the ability to provide management information and what-if analysis support. In line with this, Atos is developing an observatory that will be provided from the cloud using Microsoft Windows Azure called City Cockpit. Cities will be served with a decision-support tool without upfront investment, creating a benchmark for all users.

To find out more about the Atos MyCity vision, please visit atos.net/mycity

Copeland Borough Council

Overview

Solution: Virtualisation

Benefits: Consolidated rack servers, power consumption cut by more than half, operational efficiencies, cost effective storage

Technologies: Dell OpenManage systems management, Microsoft Windows Server 2008 R2, Hyper-V

Partner: Dell

Copeland Borough Council supports around 70,000 residents living in the borough of Copeland in Cumbria, UK. The council understands the value of e-government for improving services and lowering costs. It believes that technology and the internet can help councils work faster and smarter, while encouraging residents to engage more deeply with their community. But Copeland's ambitions for e-government and technology were limited by its IT infrastructure. The council had a relatively small data room to locate its servers and storage. It soon became full of servers, preventing further expansion, and the cooling systems were operating at maximum capacity.

With many of the servers at the end of their lifecycles, Copeland saw the opportunity to rethink its IT. It looked to consolidate its server footprint and move away from direct-attached storage. Martin Stroud, IT team leader at Copeland Borough Council, explains: "Administration was a major issue. We were constantly replacing disks in our arrays and patching our servers. Plus, whenever someone asked for a new service, it prompted a whole list of questions concerning space and cooling."

Stroud was keen to virtualise servers, and open to suggestions on moving to networked storage. Despite proposals from EMC, IBM and HP, Stroud chose Dell. Up to this point, the infrastructure had been largely HP, but

Dell came back with the simplest solution that offered exactly what Copeland required. Stroud says: "We got a different kind of response from Dell. While everyone else seemed to present us with a long list of everything we needed – much of which I wasn't convinced of – Dell came back with a simple solution and I could see how it would work."

The council also found it easier to make an informed decision about the Dell proposal due to the responsiveness of its support. "Dell quickly provided us with demonstration units to show how the solution would work in practice," says Stroud. "In addition to that, a Dell engineer helped us set up and configure the demonstration units to save time. There was no charge for this, which highlighted Dell's commitment."

With Stroud keen to virtualise the infrastructure, a Dell technical team provided a Dell Virtualization Readiness Assessment (VRA) to help Copeland plan the environment. Stroud chose to virtualise his Microsoft technology with Windows Server 2008 R2 with Hyper-V. The VRA supported the Hyper-V installation. He says: "The Dell Virtualization Readiness Assessment was useful because it gave us design specifications for our servers and networking for the SANs. It saved us time and gave us a lot of confidence knowing that our platform would be based on recommendations from Dell."

The council has nearly halved its rack server footprint as a result of implementing

Using Dell's virtualised solution, Copeland Council is enabling employees to work more efficiently

a virtualised Dell blade server solution. Stroud and his colleagues deployed 12 Dell PowerEdge M600 blade servers with Intel Xeon processors, which are housed in a single Dell PowerEdge M1000e modular blade enclosure in the data room. They also completed the virtualisation work, and now six of the blade servers host around 32 virtual machines. These machines deliver applications such as Microsoft Exchange Server 2010 and Microsoft SharePoint Server 2010, as well as some open-source software for web housing and planning development. "We consolidated our rack servers by around 47 per cent with our Dell blade server solution," says Stroudl. "We also gained enough extra server capacity to expand the infrastructure without the need for additional physical machines."

Stroud and his IT colleagues now save time on routine management tasks due to the simple design of the Dell solution and its high levels of automation. They use Dell OpenManage systems management to administer the servers proactively and value the features within the EqualLogic SANs, which automate data management, including load balancing. "We save around six hours a week in server and storage management through our Dell solution," says Stroud. "The great thing for me is that I can focus time on developing our IT strategy."

The council is delivering better e-government services to residents and helping employees work more effectively. Copeland has digitised many of its services

so citizens gain access via its website and receive a faster, more efficient response. Today, for example, they can report uncollected bins or fly tipping online. With mapping technology integrated into the website, residents can identify the exact whereabouts of the uncollected bin or waste.

The council now hopes to increase collaboration between personnel and reduce communication costs across the organisation. It plans to build on an existing unified communications infrastructure by deploying Microsoft Lync 2010, with the support of Dell. Apart from offering greater interoperability with other council systems, Lync 2010 will deliver enhanced presence, instant messaging, and web and video conferencing features.

European Union Satellite Centre

Operating under the auspices of the European Union Common Security and Defence Policy, the European Union Satellite Centre (EUSC) provides imagery analysis and geospatial intelligence products and services to the EU's political and military leadership. It is the only EU centre that operates in the field of space.

EUSC has been using software products from Esri, a marker leader in geographic information systems (GIS), for several years. Recently, the organisation decided to move to the Microsoft platform and extend its partnership with Esri to gain greater access to the latest GIS technology, training and consulting services. Speaking about the reason for the move, Alexis Letulier, head of the Technical Division at EUSC, says: "The decision to change came from a need to reduce our direct outgoings. Plus, it was extremely complex publishing our products using the previous servers and we experienced long development delays when trying to extend basic functionality. We chose Esri and Microsoft because of our extensive knowledge of their products as well as our existing enterprise agreements with them including professional support."

EUSC is now using Microsoft SQL Server and Esri ArcSDE geodatabase to store imagery and vector data in a central repository. In addition, EUSC and Esri have developed a powerful application using ArcGIS Server and Microsoft Silverlight, which allows users to more easily access the organisation's huge

catalogue of images. This tool is integrated with aircrafts and ships reconnaissance tools, giving users the power to directly identify more than 5,000 military and civil equipment and superimpose their blueprint on the image for comparison. The tool is multi-touch enabled.

By December 2011, EUSC's internal users, around 40 in total, were using the new tool and database to great effect. Already, EUSC has reduced costs using the new technology and is expecting to achieve a good return on investment. Speaking about the benefits the organisation has achieved so far, Letulier says: "The ESRI/Microsoft Silverlight API and ESRI ArcSDE/Microsoft SQL Server geodatabase have been extremely valuable for us since they have allowed us to develop new tools in just a matter of months. When the project started, our goal was just to develop a basic image catalogue. But because we found it so easy

to develop new functionality, we were able to evolve the system into a complete tasking system. This has greatly simplified some of the tasks our analysts have to carry out."

Letulier hopes to continue working with Esri to extend EUSC's capabilities. "We expect to benefit more and more from our partnership with Esri," he says. "We look forward to developing new solutions to increase our organisation's efficiency levels."

Overview

Solution: Geodatabase

Benefits: Reduced costs, simplified tasks, greater efficiencies, ability to easily develop new tools and extend functionality

Technologies: Esri ArcSDE, ArcGIS Server, Microsoft SQL Server, Silverlight

Partner: Esri

BAE Systems GCS

Budget cuts are affecting everyone across the public sector and organisations are having to work smarter in order to survive. In the defence space, weapon systems are rapidly becoming more complex, and the need has grown to involve defence suppliers in the maintenance of equipment used in the field. Systems need repair and overhaul, and they are often modified during service to meet different requirements. For example, it is not uncommon for equipment originally designed to operate in harsh arctic conditions to be converted for use in deserts.

BAE Systems Global Combat Systems (GCS), a business unit of BAE Systems, manufactures and markets military vehicle systems to customers in more than 40 countries. As the economic downturn reduced sales of military vehicles, the company sought new revenue opportunities within the service side of its business. In the past, BAE Systems GCS had supplied spare parts to customers. It wanted to be able to offer complete fleet management contracts over the lifetime of each vehicle. To do so, it needed to find a way

to easily collect and share detailed information about each military vehicle purchased by each customer, including the vehicle's design and operational information.

Since 2000, BAE Systems GCS has been using Share-A-space as a central information repository to store and share vital product information for industrial collaboration. Developed by Microsoft Gold ISV Partner and software developer Eurostep, Share-A-space is a secure product lifecycle management (PLM) collaboration tool that manages information from heterogeneous systems.

BAE Systems GCS wanted to expand its use of Share-A-space to house more detailed information about the military vehicles it manufactures and sells. To create a scalable information repository, BAE Systems GCS and Eurostep implemented a new version of Share-A-space built completely on Microsoft technology. The solution was built with Microsoft Visual Studio 2008 using Microsoft SQL Server 2008 as the database software. To make it easy to access vehicle information from the repository, they created the Through

Life Capability (TLC) portal, a web-based user interface using Microsoft Office SharePoint Server and InfoPath. Microsoft BizTalk Server 2006 R2 controls the transfer of files to and from disparate systems.

Depending on the specific contract negotiated with each customer, both BAE Systems GCS and the customer can use the TLC portal to access detailed design and manufacturing vehicle information. In addition, field engineers can update the portal with operational information such as the vehicle's mileage, oil changes, and repair history, including upgrades to onboard software.

"Via the TLC portal, field personnel can report issues and receive rapid response on maintenance issues, including the repair methods to employ and the tools and skills required," explains Håkan Kårdén, CEO and founder of Eurostep. "Response is provided in hours, whereas it previously took weeks for BAE to understand what had happened and how to fix it."

Today, BAE Systems has positioned itself to generate significant service-based revenues and, more importantly, be an even better partner to its customers.

Overview

Solution: Information portal

Benefits: Added revenue, increased agility and efficiency, security-enhanced collaboration, quick, cost-effective deployment

Technologies: Share-A-space, Microsoft Office SharePoint Server, Biztalk Server, SQL Server, Visual Studio, InfoPath

Partner: Eurostep

MoD and Army of the Republic of Macedonia

The University of West England

Defence forces must be ready at all times to carry out their tasks and missions in a controlled way. A lack of the right quantity of inventories, ammunition, food, fuel or spare parts in any situation must be avoided at all costs. For the Ministry of Defence (MoD) and Army of the Republic of Macedonia (ARM), using a Defence Logistics Information System (DLIS) based on Microsoft Dynamics AX has made it easy to improve overall process management for defence logistics and transform the organisation at a strategic level.

The DLIS project aimed to help transform and modernise the MoD and ARM. The goal was to implement logistics software for tracking, deployment and management of material assets in the framework of the MoD and ARM.

HP Enterprise Services helped to develop DLIS alongside local Dynamics AX implementation partner Infinite Solutions, Macedonia. The solution, which is based on Microsoft Dynamics AX, is a proven, robust, cost-effective and expandable system that satisfies the specific operational and functional defence logistics requirements and information support of the MoD and ARM. The integrated enterprise resource planning (ERP) solution serves and supports the working processes of the MoD and ARM's acquisition system, including planning, programming and budgeting execution. It also helps both organisations carry out procurement realisation according to law binding procedures, as well as supply chain management.

Around 70 employees across the MoD and ARM were involved in the project. Today, over 1,000 employees are using the solution. The implementation of DLIS has provided greater efficiency and transparency of the MoD and ARM's activities, generated significant annual savings, and provided greater speed and accuracy in the processing of documents and data for the two organisations' needs.

Infinite Solutions also created specially developed add-ons to achieve interoperability with NATO logistics systems and codification procedures, and National Identification Number MAPS to NATO Stocking ID, as well as the required records level security.

Now, the Macedonian defence sector has a system that enables interoperability with NATO logistics systems and codification procedures, and complies with NATO standards.

The solution has changed the way employees carry out day-to-day tasks, especially those involved in logistics business processes. The documents and data that was recorded manually and on paper, for example, are now kept electronically on the system. This enables greater working efficiencies and reduces errors while ensuring better management of data. The system also serves as an effective foundation for other systems that will integrate with it to help extend the capabilities and functions of the MOD and ARM while enhancing interoperability and compatibility with NATO.

Overview

Solution: Defence logistics system

Benefits: Streamlined processes, low total cost of ownership, implemented within budget and on time, minimal training required, flexible, scalable, meets local requirements, integrated with Microsoft technology stack

Technologies: Microsoft Dynamics AX

Partner: Infinite Solutions

The University of West England (UWE) is one of the leading universities in the UK, offering over 600 courses at undergraduate, postgraduate and short course levels.

UWE wanted to develop new and effective methods of learning and teaching to train industry-ready innovators. In order to progress, the university needed to overhaul its IT infrastructure and upgrade to a high definition unified communications (UC) video solution.

In 2010, UWE commenced an IT transformation programme to improve the student and staff experience. It developed strategic partnerships with technology vendors, including Schneider, HP, Microsoft and Polycom, and shared its IT plans with them so that they could provide input and share best-practice examples. In response to the university's plans, HP deployed a next-generation network and integrated Polycom and Microsoft solutions to provide a standards-based, interoperable UC solution. As Steve Grive, the university's director of IT, explains: "With HP's help, we were able to use Polycom video solutions and Microsoft Lync to transform communications across our global network, as well as between students and staff for an enhanced learning experience."

Staff can now click a name within the Microsoft Lync contact list and instantly meet with colleagues face-to-face via video on the Polycom RealPresence Platform. UWE is also using nine video conferencing suites featuring Polycom RealPresence HDX 7000 and HDX 4000 Room Telepresence Solutions as they provide unmatched performance over congested IP networks. These are placed in every campus facility.

By using the Polycom RealPresence Platform, UWE has eliminated the costs associated with double teaching, where a lecture has to be held twice to accommodate all interested students. Lectures are now recorded and streamed from one lecture theatre to another using Polycom RMX 4000 and CMA 5000.

Polycom video collaboration solutions are core to UWE's distance learning and video-on-demand initiatives. Although used predominantly for interaction between UWE and other institutions' staff, it is also used for interactions between UWE staff and international students and for distance learning.

Through video conferencing the university communicates with partner universities around the globe for course validation meetings. Staff can meet virtually using Polycom video conferencing. This has resulted in travel savings of around £100,000 per annum. This has helped UWE to consistently be rated as First Class in the People and Planet Green League and to be certified with the Carbon Trust Standard.

In all, UWE's UC solution has enabled it to underpin its international agenda and link up with its international partners more readily at a lower cost while supporting partners, staff and students. Also, by providing students with industry-standard technology, they are prepared from day one for a working environment.

Overview

Solution: Unified communications

Benefits: Increased student and staff productivity, reduction in 'double teaching' and travel costs

Technologies: Microsoft Lync

Partner: Polycom

No boundaries

Accenture's Kirsti Kierulf talks to Rebecca Lambert about innovation, the cloud and transformation across the public sector

Kirsti Kierulf is the global product manager of the Accenture Connected Government Platform. Having spent the majority of her career in the IT industry, Kierulf has a real passion for technology and is committed to pushing the boundaries of innovation. Over the last few years, she has been heavily involved in the Norwegian Government's highly successful e-government Altinn portal project and is now exploring ways to take this concept to other government organisations around the world. Rebecca Lambert catches up with her to find out more.

Tell me a little about your background and what you do in your current role at Accenture?
I joined the technology industry in 1988 through IBM, and after working with hardware for ten years, I decided to start up two of my own companies in the fields of enterprise resource planning and customer relationship management. I also had the opportunity to run a small university leveraging online learning to its fullest.

I joined Accenture five years ago with an aim to work in innovation and to explore the role Accenture Norway could play in the global network of Accenture and its partners. That leads to my current role now – I'm the product manager for the Accenture Connected Government Platform, which is based on a solution we originally built in Norway called Altinn.

What is Altinn and what was the inspiration behind it?
Altinn is an online portal that was based on an ambition to make it easier for businesses to interact with the Norwegian Government. We ended up creating a very effective solution and I was involved in the project from the start, particularly the policy work. We launched Altinn and it has been highly successful in meeting Norway's objectives for citizen-centric e-government services. At this point, we realised we could take its functionality

even further and continue to transform the way the Norwegian Government interacts with both businesses and citizens by moving it from being a portal to being a collaboration engine. That was the reason behind the rebuild. We launched Altinn II in Norway about a year and a half ago. More user-friendly and offering improved collaboration, we're now finding that even more government organisations, businesses and citizens are enhancing the content in their portals and the case management in it than ever before. We're hoping to make Altinn the collaboration engine for all public services in Norway.

Do you think the success of Altinn can be replicated elsewhere and on an even larger scale?
Yes, and its success is very much aligned with Microsoft's Windows Azure cloud computing strategy. The cloud is enabling us to scale in a much more secure, effective and affordable manner. Collaborating via a platform like Altinn on a regional cloud is a far less expensive approach than building, operating and maintaining many individual solutions. Accenture and the Norwegian Government are already looking to share the solution with other countries around the world.

What is currently holding other governments back from taking advantage of the cloud in a similar way?
I think it's mainly down to a lack of knowledge and we're trying to overcome that by educating our clients. We're telling them exactly what the cloud is; we're giving them more information about the architecture; we're telling them about Microsoft's cloud roadmap, how they're storing the data and working to make it more secure; and we're highlighting the success that Norway's Altinn has already achieved. Over time, I expect people will overcome their uncertainties to embrace the cloud. Once that happens, we can really transform this industry.

> "Over time, I expect people will overcome their uncertainties to embrace the cloud. Once that happens, we can really transform this industry"

What interests do you have outside of work?
So many! Politics, my family, then I have my cooking – I absolutely love cooking. And I also work out a great deal – I do a lot of running.

I've also been recently elected into my local parliament. I've held a seat in the Conservative party for my local constituency for about a year now, focusing on technology, culture and sports. I'm now also running for the national party. We'll see how I do. You've got to start somewhere!

Who is the person you admire most in your profession?
I don't think I can highlight one single person, but I do admire Steve Jobs and Bill Gates. They've both brought so much to the table, which has contributed to the long-term success of the IT industry. I think they're my biggest heroes.

Saving Lives, Saving Money with UC Solutions from Microsoft® & Polycom®

Healthcare organizations today face increasing challenges such as limited financial resources, geographically dispersed patients, rigorous continuing education requirements, and the need for efficient and collaborative communication solutions.

Polycom and Microsoft offer a full portfolio of communication and collaboration solutions to meet the needs of all healthcare environments. There are many reasons why eight of the top ten hospitals and the top ten pharmaceutical companies worldwide are Polycom customers. Visit www.polycom.com/microsoft to learn more.

Polycom™