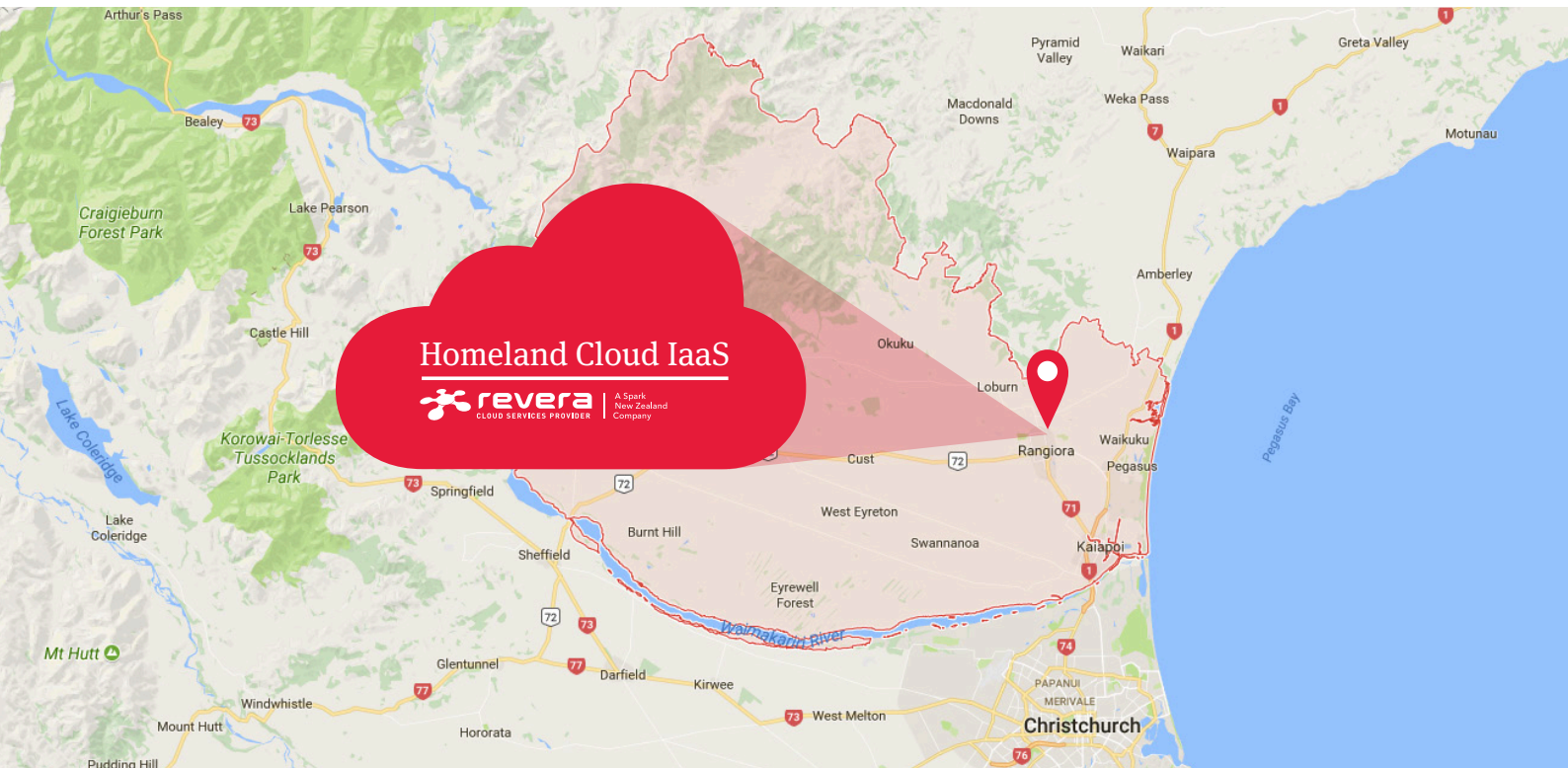


IAAS READIES COUNCIL FOR CUSTOMER-CENTRIC DIGITAL FUTURE

Waimakariri District Council shifts focus from 'keeping the lights on' to high-value IT services





Runner-up in the Association of Local Government Information Management's (ALGIM) Customer Experience Awards 2017, Waimakariri District Council (WDC) knows a thing or two about customer experience. But extending its prowess with traditional customer service to the digital realm required a serious technology overhaul.

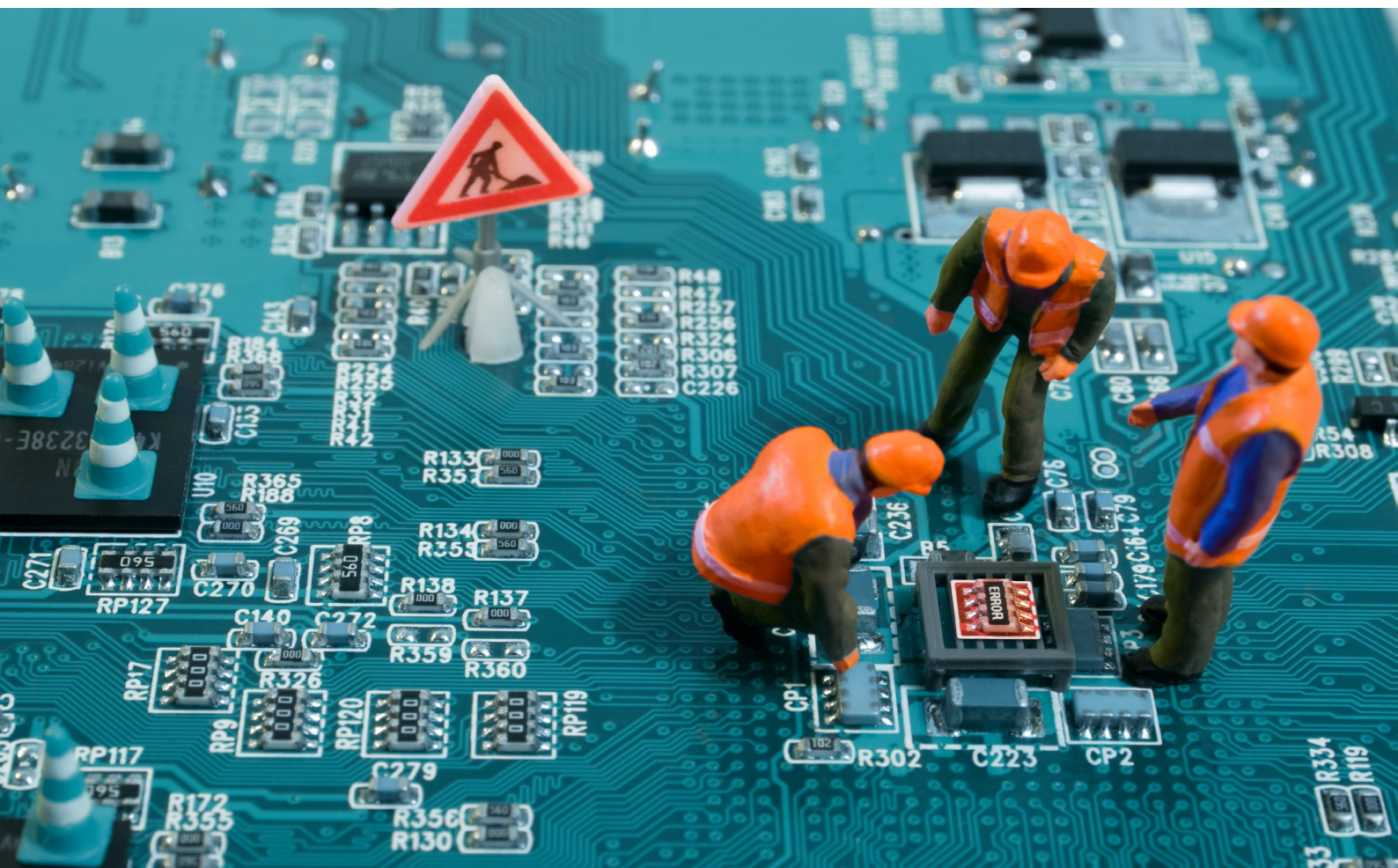
The council's hardware and server platforms were frayed around the edges, a situation further complicated by a decade's worth of ad hoc server growth, the Canterbury earthquakes, and a new ERP system that had absorbed a big chunk of council budget. Too many systems were past their use-by date, and it was making council CIO Jolanda Simon nervous.

“We felt vulnerable – our situation was too risky. Things were breaking and taking a long time to fix, and there were knock-on effects in all directions,” she said.

The council's business improvement strategy pointed the way forward, making efficient and reliable fit for purpose service-based infrastructure a priority. Suring up backend systems would stabilise core ERP and Microsoft platforms, and provide a robust disaster recovery platform.

Numbers stack up

Before council plans could take flight, Ms Simon needed to know the numbers stacked up. Replacing like-with-like technology was one thing, but finding and hiring skills required to manage computing infrastructure



in-house was quite another. The case for IaaS was overwhelming. Rising uptake of IaaS among both central and local government provided further confirmation, opening the door to a closed tender process for AoG panel providers, and one non-AoG supplier, from which Revera emerged the victor.

With 'tin' off its hands, WDC production systems, storage, and backups run in virtual environments from Revera's Christchurch-based Homeland data centre, with Revera's

ART Homeland data centre in Trentham providing a ready-to-go DR platform.

Dashboard view

WDC's core infrastructure might be out of the picture, but Ms Simon and her IT team still have the full picture, thanks to Revera's cloud dashboard, CloudCreator. Hands firmly on the controls, council administrators spin up servers, connect storage, manage access to individual cloud services, and report costs.

“It's easy for people to say storage is cheap, but now we can tell exactly how much it's costing us. It's incredibly useful,” said ICT team leader David Sewell.

Nice surprise

Into the swing of their new infrastructure operating model, WDC has consolidated 70 servers to just 39. It also turns the dials up and down to regulate available capacity, and works with pricing and historical

usage information to produce accurate forecasts of consumption. And in a surprise development, they've come in under budget, thanks to a unit price drop for VMs.

“That’s been a real eye opener – prices do come down,” said Mr Sewell. **“That’s the beauty of buying infrastructure from a large cloud supplier – you benefit from economies of scale.”**

HOMELAND CLOUD AT WAIMAKARIRI DISTRICT COUNCIL

Ms Simon and her team sleep at night, knowing council systems and information are safe, a DR plan is in place, and they’re in control of infrastructure consumption and costs. The council’s business improvement strategy now has the base from which to launch new initiatives, including workplace mobility, as the ICT team gears up to deliver.

**Lower risk**

With tin off its hands and systems in the cloud, WDC turns attention to business improvements.

**Better control**

Revera CloudCreator provides dashboard controls to dial up capacity for new projects and scale things back in quiet times – and the costs are crystal clear.

**Unlimited future**

Creaky tin is no longer limiting customer facing technology initiatives. WDC commands the scale and platform flexibility to integrate new applications and development tools.

**Easy as**

With its data centre and supporting infrastructure out of the picture, WDC has effectively removed IT assets from its balance sheet.



LEARN MORE
ABOUT REVERA HOMELAND CLOUD IAAS

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