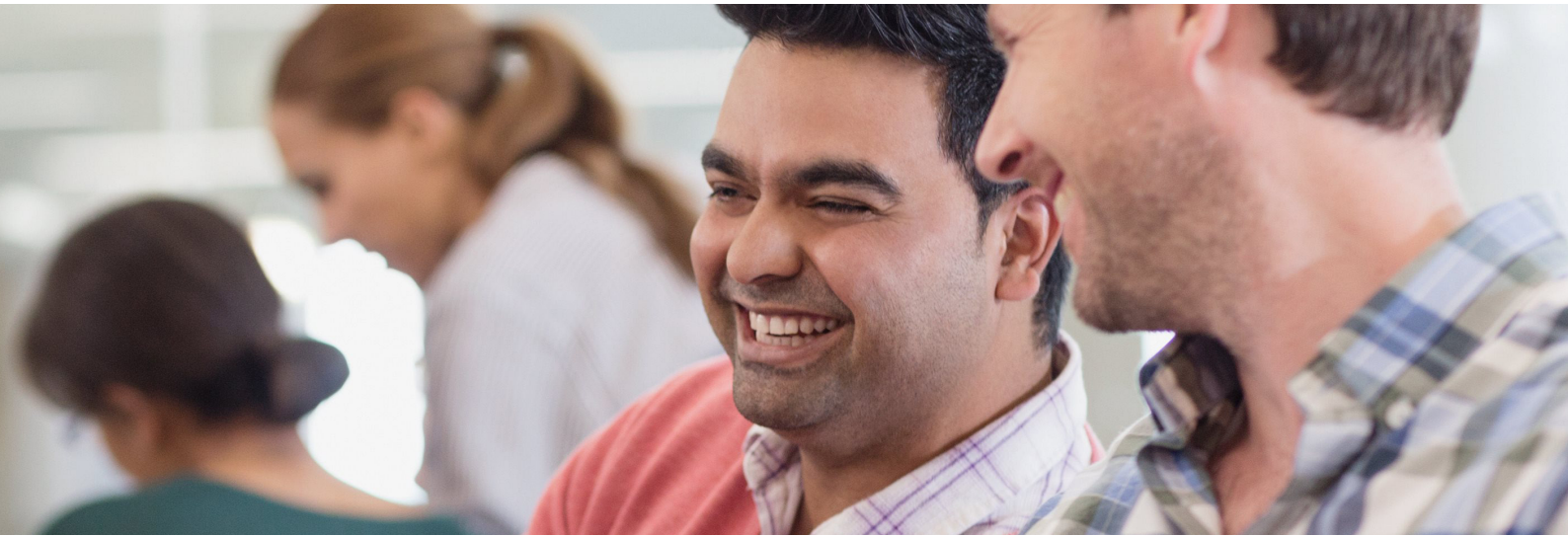


Customer stories

Staffordshire County Councils three year firewall support and maintenance contract was up for renewal with interest from over 20 potential suppliers.



Customer profile

Industry: Local Government
Location: Staffordshire, UK
www.staffordshire.gov.uk

Solutions provided

- Firewall Upgrade
- Implementation Consultancy
- 24x7 service desk support

Business results

- Cost reductions found in solution so overall spend was under budget
- Premium telephone support for 3 years, to fix issues quickly
- A trusted cyber security partner who could advise on the best options for future projects and solutions
- New and upgraded firewalls improving overall security for the council

Background

Staffordshire County Council provides services across the whole of Staffordshire covering around 800,000 residents with vital services including schools, libraries, social services, trading standards, highways and planning. The network team also provide firewall gateway services for a number of regional District Councils including, Staffordshire Moorlands, South Staffordshire, Lichfield and Staffordshire Connects.

The Challenge

Staffordshire County Councils three year firewall support and maintenance contract with Orange Cyberdefense was up for renewal. Although the local authority was very happy with the existing contract it had a requirement to review the market place for best value.

There was a need to replace some older firewall appliances at Staffordshire

Moorlands and Staffordshire Connects as well as upgrading all the other existing gateways at Staffordshire County Council, South Staffordshire District Council and Lichfield District Council to the latest version and the management platform which required a complete rebuild of the infrastructure.

In order to get the best value for the authority Staffordshire decided to go out to tender and received interest from over 20 potential suppliers. The tender document was a comprehensive review with over 30 detailed points on how the prospective supplier would plan, upgrade and support Staffordshire County Councils firewall gateway infrastructure for the next 3 years.

The successful supplier would have to offer excellent consultancy and support services, proactive account management to keep the councils IT staff abreast of updates, smart licensing and keen costs to help the authority with their austerity budget.



Orange Cyberdefense have provided excellent consultancy services and have always responded quickly to support queries and issues

Pam Rowley, Infrastructure Planning Manager

Staffordshire County Council were reassured that Orange Cyberdefense exceeded the tender criteria and that they were still the right partner to support their gateway firewall infrastructure and awarded them the contract to upgrade and replace their existing solution and support it for a further 3 years.

The successful supplier would have to offer excellent consultancy and support services, proactive account management to keep the councils IT staff abreast of updates, smart licensing and keen costs to help the authority with their austerity budget.

The solution

Orange Cyberdefense utilised their existing understanding of Staffordshire's Infrastructure and their expert technical security expertise to formulate a tender response that offered the authority an upgrade to the latest version of their firewall gateways, management console and replace the old appliances.

As part of the tender process Orange Cyberdefense was able to show Staffordshire County Council how it had performed against its service level agreement (SLA) for the previous 3 year contract, the results were all well within the SLA showing that the level of support had been excellent.

Through smart licensing, improved

service delivery and consultancy, Orange Cyberdefense identified some key areas that would save Staffordshire a further reduction on the original budget whilst still offering an excellent level of service which would enable the authority to keep well within its service levels.

Staffordshire County Council were reassured that Orange Cyberdefense exceeded the tender criteria and that they were still the right partner to support their gateway firewall infrastructure and awarded them the contract to upgrade and replace their existing solution and support it for a further 3 years.

The result

Once a detailed project plan had been signed off between the Orange Cyberdefense consultant and Staffordshire County Councils ICT team including a full risk register and back out plan Orange Cyberdefense went about upgrading and replacing the authorities existing infrastructure. The project was delivered without issue and on time including a tricky out of hours high availability management console upgrade.

Orange Cyberdefense's dedicated support service including 5 fully accredited engineers, who have many years' security experience were on hand to help 24x7 giving the authority peace of mind.

About Orange Cyberdefense

In 2019 SecureData UK & SecureLink UK were acquired by Orange Group to be part of Orange Cyberdefense, the Group's expert cybersecurity business unit. Today Orange Cyberdefense is Europe's leading managed security, threat detection and threat intelligence services provider. We help customers anticipate threats, identify risks, protect their IT assets, detect breaches and respond to security incidents. With a 25+ years track record in information security, 250+ researchers & analysts and 16 SOCs distributed across the world, we can offer a global protection with local expertise.