

Aberdeen City Council is giving its citizens single-point access to local environmental information through a £140,000 deal with ESRI. In addition to ESRI's ArcGIS software, Aberdeen will use the company's LocalView browser-based knowledge-sharing application to help manage and disseminate land and property information across the council and to the public.

Barnet has signed a five year, £2m contract with Civica for its Civil Enforcement technology. The new technology will allow the council to record all parking notices in real-time, enabling civil enforcement officers to be sent to congested areas quickly using GPS handheld devices and giving residents the means to manage payments or appeals online. Barnet issues 120,000 on-street parking notices every year, 45,000 notices via CCTV imaging and 14,000 parking permits for doctors, teachers and residents.

Barnsley College is adopting a unified communications solution from NEC Philips Unified Solutions, incorporating Microsoft's Office Communications Server, Unified Messaging and Live Meeting, as well as NEC Philips' IP telephony, to help the college to streamline business processes by improving the reachability and access to information for staff.

Basingstoke and Deane Borough Council is launching a new service to map its policies interactively within the local development framework. Lovell Johns' Planvu will help the council to provide maps for development plans and display them online for public viewing.

Barneslai Homes, the manager of Barnsley Council's social housing requirements, has incorporated C3's call handling technology into its Northgate housing software. C3's communications technology is used to facilitate and automate the phone application option. It integrates seamlessly with Barneslai

Cardiff Council is upgrading its Waste & Recycling Solutions' waste and recycling manager system with help from Psion Teklogix Ikon mobile computers. Supervisors and enforcement officers have been issued the devices, which come with built in barcode scanner, colour camera and phone and link directly into the back office, providing automated task scheduling for home visits, inspections and the issuing of educational enforcement letters to offending residents.



Homes' housing management software, so that tenants applying for an advertised home by phone are told immediately if they are eligible or not. Barneslai Homes' housing management system advises applicants immediately whether their application for the vacancy has been accepted in accordance with Barnsley Council's Lettings Policy eligibility criteria.

Blackburn with Darwen Council's partnership with Northgate Information Solutions is claimed to have radically improved transport services for citizens across the borough whilst delivering £600,000 of savings and other benefits in the first 12 months. These include reduced reliance on taxis for adult day care passengers through improving the routing of existing vehicles, saving taxpayers £236,000; and radically improving services for children with special educational needs and continued provision of transport to schools.

Bracknell Forest Borough Council has activated ComputraceOne from Absolute Software on its laptops. The software solution is used to manage mobile devices, and in the event of a device being lost or stolen, can track and recover it and self destruct any sensitive data to stop it being used for malicious purposes. Richard Dawson, IT services manager at the council, said: "For less

than £60 per laptop over its life the solution has ensured that our data has not got into the wrong hands. In the last three months alone, we have been able to deactivate and remove all data from three decommissioned laptops as well as recover a stolen laptop."

Brent, Surrey and Manchester will use QAS Gateway, Experian QAS's address verification software, to harness the National Land and Property Gazetteer. The project will see the software help the local authorities to eliminate the costs associated with managing inaccurate and incorrectly formatted address data across multiple departments. The Centre for Economics & Business Research estimates that the efficiency gains from using NLPG data could save local government £54.4m per annum.

City of London Corporation has implemented Crisis Commander contingency and continuity planning software at its emergency planning department. The new Software-as-a-Service solution will initially be used to manage and control the city's response to major incidents or disruption within the Square Mile, such as pandemics, rail accidents, floods and power outages.

Coventry University has chosen MidlandHR's integrated HR and payroll solution, iTrent, to upgrade its HR and payroll operations. iTrent will bring together data from the university's 2,800 employees providing key benefits such as self service and web recruitment

Dundee City Council has installed a new library system with help from Civica. In line with the Scottish Executive's improvement services guidelines that library suppliers should support easier customer access with smart card technology, Civica's Spydus library management system provides an interface between Dundee's library system and the National Entitlement Cards that are interoperable with other public sector organisations.



Easington Council is using GGP Systems' NGz address management system to feed up-to-date property records to the countywide customer relationship management (CRM) service as part of an innovative e-government project. GGP NGz is also enabling the council to join up essential back office systems through the use of the Local Land and Property Gazetteer.

Malvern Hills District Council is set to transform the delivery of public services following the introduction of a new system for managing council records. As part of an ambitious project to update core property records, new software from GGP Systems will be used to match Malvern Hills' Local Land and Property Gazetteer



against key council databases. The specially developed GGP NGz software will also be used to join up essential back office systems, providing authority wide access to the data and ensuring an up-to-date and consistent base is available for decision-making and service delivery.

Dumfries and Galloway has turned to THUS for mobile voice and data and 3G connectivity as a way of achieving more effective communication and to improve customer responsiveness. The range of mobile voice, broadband data devices and connectivity will improve efficiency of workers in remote locations, allowing two-way communication between mobile devices and core corporate networks and applications, resulting in reductions in travel time and costs and more time spent on core activities.

Glasgow City Council is trialling Huzu, a new social media platform from DA group, designed to create, support and build online communities with all the socialising and user generated content features familiar to the major social networks.

Hinckley and Bosworth Borough Council is using Steria to provide shared ICT services to the authority and neighbouring Oadby and Wigston Borough Council. The arrangement will create an ICT shared service centre that will standardise and bring together the delivery of core services into one central location, starting in early 2009. The new shared service is expected to save Hinckley at least £33,000 in the first year alone and will guarantee further savings of at least ten percent of the original contract value over the following four years.

Isle of Man Department of Home Affairs is to benchmark and optimise the coverage of its TETRA network using the newly launched Intelligent Optimisation Service. The IOS is an extension to Motorola's existing services portfolio which spans from integration and support to fully managed services solutions.

Kent County Council has successfully implemented Hornbill's Supportworks ITSM (IT Service Management) software. The solution is used by 150 ICT operations staff to support 10,000 council staff located in over 500 different buildings around the county. This first phase of the implementation also provides staff with access to a SelfService portal via the council intranet to check the status of their incidents and service requests. In addition, customised portals have been created to provide SelfService to users in the adult social services and children and families directorates.

Land Registry is centralising its purchase-to-pay processes with the implementation of Version One's document management and imaging systems. These new systems will be available to up to 100 authorised Land Registry staff across 26 different sites. The software, which will be integrated into Land Registry's Oracle E-Business Suite applications system, will enable the paperless storage and retrieval of purchase invoices and related documents.

Leicester has implemented IBS OPENWorkflow and DIP solutions to improve efficiency, accuracy and productivity by controlling the work staff carry out and levels of priority. Benefit forms, letters and general correspondence are scanned to create an electronic image which is saved on a central database. OPENWorkflow allows staff to then link and exchange data with standard desktop applications.

Lincoln City Council has called in 4C Strategies to advise on the installation of a unified communications system for its new £7m innovation centre. The centre is a key part of the council's strategy to buck the trend of economic gloom and encourage further business growth and employment within the area.

London Ambulance Service is using Civica's Tranman Series 7 to manage its vehicle fleet management more effectively. The solution is ensuring that critical servicing and maintenance of vehicles is up-to-date while also monitoring mileage and fuel costs.

London's Air Ambulance has selected Oxygen8 Communications to provide the charity's first text-to-donate scheme in a bid to help increase the charitable donations necessary to maintain and run HEMS (Helicopter Emergency Medical Services). The text-to-donate service operates on a short-code platform. Anybody wishing to donate can send an SMS to the short code LA81, which generates a one off donation via the cost of the text message.

Monmouthshire County Council has launched a new website to provide customer driven online services using the Jadu CMS web platform. The council is also using Jadu Galaxies and Jadu's Rupa Enterprise Search modules. Monmouthshire plans to bring in-house council services such as libraries, tourism and the youth service, that have previously been outsourced for web development and hosting.

NHS Shared Business Services has been awarded new contracts to provide a combination of finance, accounting and payroll BPO services to a further 12 NHS organisations across the country. The contracts, with a combined value of £13.8m, will improve the quality and efficiency of services for the 23,000+ NHS professionals working in these administrations.

North Lanarkshire Council has selected GOSS Interactive's intelligent Content Management system for the roll out of its new website, intranet and sub-sites. The council will utilise iCM from GOSS Interactive to support the communication of its services and to increase access to them via the website.

Cabinet Office Civil Contingencies Secretariat, and Communities and Local Government, have awarded a contract to BT for development of a national extranet to help government, local authorities and emergency services respond to civil emergencies, such as floods and outbreaks of agricultural diseases. The National Resilience Extranet will provide more than one thousand organisations in the resilience community – such as fire and rescue services, utilities and strategic health authorities – with secure, resilient internet-based collaboration technology, allowing organisations to better respond to civil emergencies by sharing information and communication online.

North Tyneside Council is using Yotta technology to automatically map the area's roads, signs, traffic lights and other assets bordering the highway. The automatic inventory survey performed will capture the council's entire 900km road network using vehicle-based high-resolution digital photography. Based on technology used in the medical world and for movie Hollywood animations, the video data is processed automatically, extracted, and imported directly into the council's asset management system.

Notting Hill Housing Group has successfully implemented a virtual desktop solution with Plan-Net. It has bought a solution based on VMWare VDI to provide a complete, unmodified virtual desktop that behaves just like a normal PC. In addition, Leostream, a Desktop Connection Broker, and WYSE thin client terminals were brought in to facilitate direct access to the hosted desktops.

Rochdale Borough Council has gone live with an e-learning suite designed by Me Learning to support the roll out of its Phase 1B compliant PROTOCOL ICS solution. Working closely with Me Learning and the council's change management and IT team, Liquidlogic helped to develop the comprehensive e-learning suite for the council's 320 children's social care workers.

Sheffield Teaching Hospitals NHS Foundation Trust has announced a £6m agreement with Xerox to optimise its fleet of imaging and printing devices. The jointly developed solution will provide the trust with greater visibility and control over its printing operations, which will in turn enable it to release more funds for patient healthcare and reduce the environmental impact of its office equipment.

The introduction of MAYRISE Mobile for Highways by Blaenau Gwent, Bridgend, Cardiff, Ceredigion, Flintshire, Pembrokeshire, Rhonda Cynon Taff and Torfaen councils is set to improve the condition of roads across Wales.

The live mobile data capture and digital mapping solution allows inspectors working in the field to download inspection routes and then use PDAs to map and record highways defect information. Wireless communication is then used to synchronise this information with a centralised MAYRISE mapping and highways management system that automatically generates works orders, minimising the potential for errors and eliminating unnecessary paperwork.

Southwark Borough Council is using a secure two-factor authentication service from Signify to ensure that only authorised staff have access to sensitive information as it deploys secure remote access for home working, mobile working and hot desking. Southwark social services already uses the solution for full electronic case recording so that all forms and reports can be completed and filed electronically without heading back to the office.

Sovereign Housing Group has appointed NorthgateArinso to deliver a new HR and payroll solution over the next five years. The fully-integrated solution, ResourceLink, will be implemented by September 2009 to cater for around 600 employees and provide the group with one single HR database, consolidating multiple systems, to improve the efficiency and quality of services provided.

Tewkesbury Borough Council has slashed customer waiting time and reduced the number of times it is necessary to contact customers about waste management services. Using Software AG's BPM and SOA technology, it has cut the number of interactions needed between officers within different parts of the council to deliver the waste management service, enabling the council to contain and reduce its costs.

The Scottish Government has successfully upgraded its Objective Corporation electronic Records and Document Management (eRDM) system for all 6,300 users in under a week. The new eRDM provides a secure environment in which all unstructured information, such as internal memos, reports, policies and communications, held by the Scottish Government is deposited and managed. "The eRDM

East Border Region in Ireland has contracted Cadcorp to develop and provide a web-based GIS. The cross-border body comprises the local authority areas of Down, Newry and Mourne, Craigavon, Ards, Banbridge and Armagh in Northern Ireland and Monaghan and Louth in the Republic of Ireland. Although Louth was unable to participate at the time, Cavan County Council joined the project. Cadcorp is providing multiple licences of Cadcorp SIS Map Modeller desktop software together with licences of its dynamic, web-based GIS server, Cadcorp GeognoSIS.

project is the single biggest IT enabled business change project ever undertaken by the Scottish Government and it is viewed as highly successful," said Ben Plouviez, head of information services, Scottish Government.

Transform Sandwell, the strategic partnership between Sandwell Metropolitan Borough Council, BT and Liberata, has been extended with the award of a new contract by the council. Under the move, which is expected to deliver considerable savings for the authority, the procurement of a wide range of goods and services, from office supplies to building services, will be brought together to be sourced and purchased centrally. The council currently deals with 200,000 invoices from thousands of suppliers a year for goods and services currently worth £211m. The new contract will allow the procurement team to secure the best possible deals in terms of price, cost, service and quality.

West Midlands Local Government Association has implemented Cobweb's Managed Business Email Solution. This allows association employees to share information, meetings and public folders, as well as enabling remote working.

Western Isles Council has engaged Mott MacDonald help it procure a new IP Telephony system after the company completed a business case looking at the potential for moving the council's existing voice telephony systems to a new platform using voice over internet protocol. Mott MacDonald found that by migrating from many disparate systems to a consolidated unified communications platform, the council would reduce its annual costs by 30 percent and that the investment would pay for itself within seven years.

