

Reducing avoidable contact

SAS has launched SAS for Customer Experience Analytics for the public sector, which helps local government to easily and cost-effectively achieve NI14 goals for reducing avoidable contact by capturing and analysing all interactions on a web page to assess where there are real instances of avoidable contact and proactive action. www.sas.com/solutions/crm/customer-experience

Get together virtually

Adobe Systems has made major updates to its Acrobat Connect Pro Web conferencing solution. Organisations can improve customer and internal interactions through more collaborative meetings, training sessions, and web seminars that increase real-time participation and bring people together when and where needed. www.adobe.com/acrobatconnectpro/

Upgrade to infrastructure

Pitney Bowes Business Insight has announced Confirm v9.0, an upgrade to the its infrastructure asset management and maintenance system for local, regional and central government organisations in response to direct consultation with customers, changes in government directives and industry codes of practice. www.pbinsight.com

Mobility as a service

Jade Communications has launched Mobility as a Service, a package enabling public sector organisations to outsource their mobile data communications, instead of deploying and managing their own mobile computer estate. www.mobilityasaservice.co.uk

Wireless bodyworn camera

802 Global has launched the Samix 802 Camera System, an innovative new wireless bodyworn camera and receiver designed to be used by first responder personnel. Capable of delivering real-time video across an incident-ground to the incident command unit, even in non line-of-sight environments, the system comprises a COFDM Video Transmitter and COFDM Video Receiver unit. www.802global.com

EMERGENCY SERVICES

Devon and Cornwall Police are the first to pilot Airwave's new Academy training service in Plymouth.

Hazardous Area Response Teams across England are being equipped with Motorola MTP850Ex digital TETRA radios which are safe to use in environments such as petrochemical works, industrial areas or accident scenes where they may be explosive gases. Paramedics will now be able to work within the inner cordon of major hazardous incidents.

Humberside Police has partnered with HHR payroll specialist, MidlandHR, in a five year contract for its Payroll Bureau Service, underpinned by the web enabled iTrent solution.

Northamptonshire Police is using a Vodafone mobile data solution that means up to 900 officers can now spend less time at the station and more time in the community. Frontline officers have BlackBerry smartphones, giving them on-the-spot access to internal computer systems and records. Initial trials show that officers increased time on the beat by as much as 10% with the smartphones being used more than 20 times a day.

West Midlands Ambulance Service Trust has added a new rapid response incident command vehicle to its fleet, equipped with the latest voice, data and video communications systems by Excelerate Technology to provide Mobile Emergency Operations Centre facilities.

EDUCATION

Bolton Council is the first UK LEA to deploy Bloxx Media Filter, to help schools take advantage of YouTube media content in a secure online environment, and improve local collaborative learning and resource sharing.

Greenwich and Rochdale have signed BSF ICT contracts with Ramesys valued at £9m. Ramesys has now secured over £120m in BSC ICT contracts, with predicted follow on waves expected to bring a further £230m.

Kings College London has unveiled a new IT infrastructure based on Getronics' Your Workspace, Anywhere initiative. The new Global Desktop uses desktop virtualisation technology to simplify and optimise the way IT services and applications are delivered.

Manchester's 167 schools are using Groupcall's parental communication system, Groupcall Messenger, to contact parents via text, multi-lingual voice calls and email, to mobile phones, landlines or computers, in a move to track and improve attendance and enhance communication between school and parent.

HOUSING

Bromford Group housing has contracted ICT integrator Fordway Solutions to install a new ICT network which includes a new MPLS based wide area network connecting all the group's main sites, a fully resilient and replicated SAN infrastructure with virtualised servers, and new services including voice over IP (VOIP) and videoconferencing.

Newport City Homes has chosen 1st Touch Mobile technology to manage, control and support the work of its field-based responsive repairs and gas operatives.

Oaklee Housing Association has chosen DeviceLock to protect its sensitive data. The software will establish comprehensive control over employee access to workstations' local ports and peripheral devices including printers and personal mobile devices to reduce the risk of data leakage.

2010 Rotherham council housing organisation has chosen a 1st Touch mobile solution to drive all aspects of repairs and maintenance. Integrated into 2010 Rotherham's Xmbrace Opti-time software, ROCC Uniclass enterprise database and Keyfax diagnostics repairs, it provides a seamless solution across systems.

Thames Valley Housing Association has awarded a contract to Sovereign Business Integration to support the implementation of a new housing management system from Civica, providing a regular project assurance service.

Thames Valley Housing Association has chosen 1st Touch mobile technology for inspection operatives visiting its housing sites. The mobile solution, which replaces a paper based system, combines back office management with the latest PDA technology.



D-Link has unveiled its new DES-7200 multi-layer modular switch system, following a successful maiden deployment at the Charles Darwin School in Kent. The next generation chassis-based switch is ideally suited to the needs of larger campus locations, providing core to edge of network coverage and zero network downtime for critical applications.

HEALTH

Northern Ireland's Belfast and South East health and social care trusts are to share information using Orion Health's ConcertoPortal, which is pulling together data from more than 10 systems, including NI's Health and Care Index, GP systems and hospital data including laboratory, radiology, accident and emergency and patient administration systems.

Dudley Primary Care Trust has asked Centralis to develop a regional shared services technology infrastructure underpinned by a virtualised desktop environment to allow personnel throughout the Black Country to access key systems and information.

Halton and St Helens Community Health Services, in partnership with Sefton Careline, has launched a new telehealth monitoring project using Tunstall Healthcare systems in patients' homes to monitor their health remotely.

James Paget NHS Trust has awarded NextiraOne a second major contract to build additional dedicated data centre facilities and provide a resilient communications platform. The new data centre uses Cisco's NEXUS 5000 range of switches and Cisco ASA 5520 Adaptive Security Appliance, plus a centralised UPS system and new fibre cabling.

London's primary care trusts have asked Hitachi Consulting to provide an online portal for Commissioning Support for London. The secure online portal will provide NHS commissioners with access to a set of tools to help them monitor how their providers are performing.

NHS Blackpool has deployed Agfa HealthCare's IMPAX Picture Archiving and Communications System (PACS) as extensions to the acute trust PACS in order to provide local healthcare professionals from Blackpool, Fylde and Wyre Hospitals NHS Foundation with access to the diagnostic imaging records of their patients.

NHS Great Yarmouth & Waveney has deployed 21C's Commissioner Accelerator as part of its World Class Commissioning (WCC) programme to promote evidence based decision-making to drive improvements for the NHS and patient care.

NHS in Wales has had two context management designs developed by Simpl. Approved for use by the National Architecture Design Board, the designs deliver a range of options for providing 4,500 clinicians working across all Welsh NHS trusts with seamless, single log-on access to new functionality and existing local, clinical portals, workstations and applications – both via the national Welsh Clinical Portal. This will enable more

Kent County Council is using software from Mayrise Systems to manage introduction of the UK's first Department for Transport approved road works permit scheme. Designed to give the council more power to control and coordinate works, the specially developed software automates the permit application process, maps and schedules proposed works, monitors works, and helps in communicating planned works to road users.



efficient and effective access to patient records and better care for nearly 2.9 million patients per year.

NHS Nottinghamshire County PCT has deployed 21C's BI Accelerator to improve operational efficiency. Utilising Microsoft products available through the NHS enterprise agreement, the solution enables the PCT to deliver wider access to more meaningful management and clinical information and share information with managers, analysts and practice-based commissioning clusters.

Northern Lincolnshire and Goole Hospitals NHS Foundation Trust has deployed Ardentia's Data Warehouse and Briefing Books solutions to improve access to data across all hospital sites.

Princess Alexandra Hospital NHS Trust has purchased BigHand voice technology through the Yorkshire and Humber NHS Framework.

Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust plans to move much of its paper and processes to an ImageNow paperless system from Perceptive Software. HP scanning devices will be used to create a complete enterprise content management solution.

Royal Marsden is using IronKey's Rsecure, managed USB flash drives to protect data in transit. The hospital will utilise the IronKey certified RSA SecurID Ready software to consolidate encrypted mobile storage and strong two-factor authentication into a single device, enabling easier secure connections to its infrastructure from remote locations.

Surrey and Borders Partnership NHS Foundation Trust is the first to go live with a new electronic patient record system, RiO, from CSE Healthcare Systems. This first go live marks BT's roll out of new IT systems to community and mental health trusts in the south of England. Plans are for installation at 25 sites across the region over the next 12 months.

Wolverhampton City Primary Care Trust has implemented Axway's Secure Messenger solution to enforce secure, encrypted inbound and outbound email communications for all users based at more than 100 remote sites.

LOCAL GOVERNMENT

Basingstoke and Deane Borough Council and BT Openreach have started a telephone exchange upgrade to next generation super-fast fibre-based services that will open up a new world of online products and services for businesses and residents in the town.

Blackburn with Darwen Council, on advice from Spirit Data Capture, has upgraded its handheld devices to the M3 from M3 Mobile in order to capture environmental cleanliness data.

City of London has appointed Kcom to support the evolution of its e-based services, including upgrades to council website and back-end applications.

City of York Council has signed a £13.7m eight year contract with Pinacl Solutions and H2O Networks for a city-wide managed service networking environment.

Essex County Council has signed an eight year, £5.4bn transformation deal with IBM to deliver its vision of 'providing the best quality of life in Britain for its residents'. The partnership has also announced the first steps in plans to transform operations at Essex by diverting £300m away from back-end processes, property management and procurement and re-investing this in frontline services.

Gloucester City, Cheltenham and Tewkesbury councils have selected INOVEM Web 2.0 technology to support a consultation exercise.

Greenwich has installed a new, managed financial platform from Civica to provide faster, integrated reporting based on web-based general ledger, debtors and creditors software modules for use by approximately 800 staff.

Havering has chosen Hornbill's Supportworks ITSM to support 3,000 council staff. It will roll out Hornbill's Customer SelfService portal to enable users to check FAQs, log calls and place service requests.

London Councils has appointed Fujitsu to undertake the Freedom Pass reissue. The new-style passes combine both Oyster and ITSO smart card technology and have

LOCAL GOVERNMENT (CONT'D)

a photograph of the owner on the card.

Medway Council has rationalised three main sites down to one data centre and relocated more than 1,000 staff to its new HQ, complete with a high-speed communications network from ntl: Telewest Business. Other public sector organisations in the area can install their servers within the new data centre, which is linked to the Kent Public Service Network via a high speed connection.

Melton Borough Council has installed Northgate's citizen relationship management solution in just 12 weeks. Jill Simpson, customer services manager, said: "This solution gives us an easy to use platform for handling citizen queries reliably at the first point of contact."

Milton Keynes Council has signed a five-year contract with Me Learning for a suite of e-learning courses to help with training and ongoing support for the council's Liquidlogic PROTOCOL ICS users.

Moray Council is the 17th Scottish council to adopt Lagan's Enterprise Case Management (ECM) and the first to also include the awiMX corporate mobile working solution supplied by NDL.

North Lanarkshire Council has forged a five year ICT service delivery partnership worth £6.5m with Northgate Managed Services.

Northampton Borough Council has extended its Macfarlane CallPlus system with a new Choice-Based Lettings application. An extensive range of council services are available through the centre including: housing repairs and customer services, cleansing, complaints, 'councillor contact', general enquiries, environmental

South Northamptonshire is using a suite of integrated software from GGP Systems to provide corporate wide access to essential council records. GGP's NGz gazetteer management software and intranet based eNLPG ensure that all council officers have access to centralised NLPG address data.



health, council tax and benefits.

Northamptonshire County Council has enabled BrowseAloud on its website to help people with literacy difficulties, dyslexia, mild visual impairments or language problems access the site.

Northumberland County Council is implementing Objective Corporation's Limehouse content creation, publishing and stakeholder consultation solution in its strategic planning department following creation of the new unitary from the former county and six districts.

Nottinghamshire County Council is partnering with OLM Professional Services to create two separate strategies to implement Putting People First.

Oldham Council has launched a Public Private Partnership scheme, implemented by Arqiva, to deliver a digital radio network for both the authority and local businesses. The five-year deal provides capacity for approximately 1,000 radio users across the borough including businesses such as couriers, taxi companies and private security firms.

Portsmouth City Council has deployed Proofpoint Messaging Security Gateway to securely send information held on its systems to individuals outside the public sector that are not on GCSX.

Redbridge, working with OLM Systems on Phase 1 of its personalisation priorities, has deployed a hosted personalisation technology solution linked to Redbridge i, its online community for citizens, allowing people to access advice and information about care. The council aims to provide the tools for people to manage their own care eventually through personal choice and control.

Scotland's Central Government Centre of Procurement Expertise has given a four year contract to ScoLocate to provide web hosting services. It will enable central government organisations in Scotland to take advantage of the facilities available at the Data Center.

Scottish Government's Improvement Service has chosen Citiculus' risk management software to pilot a standard for identification, recording, management and reporting of risk for its Customer First programme.

Skills Development Scotland and **Scottish Enterprise** have awarded an IT contract to Atos Origin for the provision of IT services to a combined staff of 2,400 across 113 sites. All critical business systems will be transferred and run from Atos Origin's Scottish data centre. It is claimed that the move will contribute to the Scottish Government's drive for shared services and deliver efficiencies to the tune of £20m over the next five years.

Southwark Council has kitted out nearly 400 parking meters with technology

from RingGo to allow drivers to pay for parking over the phone.

Stroud Council is saving thousands of pounds a year following an IT modernisation project incorporating virtual computing delivered by Commercial IT Services. The virtual desktop could enable the council to reduce its annual electricity bill alone by around £8,000 and use of thin client Citrix devices has cut IT management costs by almost 70% compared with managing desktop PCs.

Sunderland City Council has selected GOSS Interactive to build a new website powered by Goss's Web Content Management system. GOSS iCM will provide the council's website with substantial new features and an array of functionality to access council services, whilst increasing ease of use and efficiencies for staff.

Sutton has implemented a centralised, fully automated, unified data backup process for all its schools and colleges using Acronis. The council can now carry out daily incremental backups on each institution's server and the six core servers at the LA's central office, during the day with no impact on server performance.

Three Rivers District Council and **Watford Borough Council** are sharing a financial management system. The new COA Solutions FMS will enable staff at both councils to access key information from the same system. Security restrictions will prevent staff from viewing information which they are unauthorised to access whilst providing management with the ability to view and compare data across councils, improving financial transparency.

Uttlesford District Council has selected House-on-the-Hill's SupportDesk IT Service Management software to further improve its customer service. The authority will initially use the tool as its ICT support desk system but plans to extend this to include a corporate back office function, handling issues such as customer feedback and office moves.

Welsh Assembly Government has commissioned Socitm Consulting to deliver extended benchmarking services to up to 140 public sector bodies in Wales. Benchmarking of organisations' HR, finance, ICT, estates and procurement functions will be against the Audit Agencies' Value for Money indicators.

Westminster City Council has selected RAM's (Real Asset Management's) Asset4000 to manage its £2.3bn worth of assets and provide a centralised asset register.

Xentrall Shared Services, the partnership between **Darlington** and **Stockton** councils, is to implement Certero's AssetStudio and Software Metering for Decision Makers tools to