

London Borough of Hounslow

London Borough of Hounslow achieves council-wide efficiencies and meets stringent requirements for connection to government's secure network.

Profile

Local authority serving tenth largest borough in London

Company

London Borough of Hounslow

Location

United Kingdom

Industry

Public sector

Solutions

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Antivirus
- LANDesk® Patch Manager

Key Benefits

- Robust device management helps London Borough of Hounslow monitor 2,000 PCs and laptops across 70 sites in real-time
- Automation dramatically reduces patch management process from months to weeks
- Innovative use of LANDesk® solutions achieves more with less, addressing the challenge of public sector spending cuts
- LANDesk facilitates council's adherence to stringent security controls, helping it achieve connection to government's secure network
- LANDesk reseller Pangea's excellent customer service and deep technical understanding optimise LANDesk deployment to give rapid payback



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Overview

London Borough of Hounslow (www.hounslow.gov.uk) is situated to the west of England's capital city and serves a population of 23,000 people who speak 120 languages in total. As the tenth largest London borough, the council plays an important part in the local community, providing a range of services in education, environment, social care, and housing that cater to the rich, multi-cultural environment of its residents.

Challenge

With 3,000 council workers using 2,000 PCs and laptops, the local authority required a robust management tool capable of monitoring these assets in real-time across 70 sites.

The next challenge was to simplify and accelerate the patch management process across the organisation's desktop environment, an arduous manual procedure that typically took several months to complete.

According to Dave Brockis, IT Front Line Support Manager at London Borough of Hounslow: "The need for an automatic patch distribution tool first drove the expansion of our LANDesk implementation. This is when we started to look at the solution more seriously and explore new ways of using the portfolio extensively to improve our efficiency."

When the borough's antivirus software contract came up for renewal, Dave and his team looked more closely at the LANDesk product offering and switched from its existing provider to LANDesk as a quick and easy way to see which systems were protected and which were vulnerable, all from the same LANDesk console.

Increasingly, Dave needed an effective framework for addressing some serious public sector challenges, such as widespread spending cuts and a UK government mandate for local authorities to comply with stringent network security requirements, in a proactive way.

London Borough of Hounslow's original requirement for a remote inventory control tool has changed over time to face these new hurdles head-on. The search was on for a sophisticated solution capable of delivering efficiency, maximum return on investment, and tight security all from a single, integrated platform.

Solution

In 2007, London Borough of Hounslow turned to Pangea Systems (www.pangeasystems.co.uk) to ensure the successful deployment of its growing LANDesk estate. Renowned for being 100% focused on the LANDesk product set, licensing and consultancy, and a global Platinum LANDesk Partner, Pangea was the obvious choice for selecting and installing the best products to meet the changing technical and organisational needs of the council.

Sue Lal, Head of Business Development, Public Sector & UK for Pangea Systems, explains: "At the beginning of our engagement with London Borough of Hounslow, we acted as a consultancy partner giving guidance on implementation and installation. Over time, the council has gained confidence in our abilities and has come to rely on our deep

understanding of the LANDesk portfolio and excellent customer service. This has given us the wonderful opportunity to demonstrate the true value of LANDesk. Through the introduction of new solutions and bespoke workshops that plug gaps in internal skillsets, we are helping Dave and his team to optimise their LANDesk deployment and achieve tangible business benefits.”

London Borough of Hounslow first deployed LANDesk® Management Suite as the core platform for monitoring and controlling all hardware assets regardless of location from a single, easy-to-use console. It then installed LANDesk® Patch Manager to instigate a fully automated process for distributing patches across the council’s desktop environment.

According to Dave Brockis, automation has been critical to the success of the project and will play an increasingly important role in the future direction of his department: “As central government continues to squeeze budgets, tighter control over our IT assets and resources is essential. We have to learn to do more with less and LANDesk’s solutions will be a key component of our drive towards achieving greater efficiencies and maximising our investment in technology.”

The UK government’s focus on IT security issues has been a major incentive for London Borough of Hounslow to take a fresh look at the LANDesk deployment and invest further in LANDesk technology. Local authorities must comply with a list of stringent security controls before they can connect to the Government Connect Secure Extranet (GCSX) , a secure, private wide-area network that enables secure interactions between central government departments, other National bodies, and local authorities.

Recently, London Borough of Hounslow installed LANDesk Security Suite to help it control centrally certain requirements for meeting and achieving the GCSX standard. Accessed via the same console as LANDesk Management Suite, the new security solution provides integrated protection against data leakage, malware, spyware, and other malicious attacks. The subsequent addition of LANDesk Antivirus has further supported the council’s commitment to security and extended the power of the LANDesk Management Suite.

Results

According to Dave Brockis, working with Pangea to implement a best-in-class LANDesk deployment has given his team “more control over what is going on”, saving time and money. The greatest achievement is in patch management, a process that now takes weeks rather than months for 2,000 devices.

Sue Lal believes that Pangea’s dynamic, flexible approach combined with LANDesk technology has created a more stable systems management environment in which to introduce new applications and services throughout the borough.

Dave Brockis, who expects to step up the council’s use of LANDesk technology over the next few years, shares this sentiment. “Cuts in public spending will force us to focus on programmes that save time and reduce cost but empower our IT staff to maintain high levels of security, stability, and performance. I predict that remote support and advanced asset management will grow in importance as resources become scarce. New advances in LANDesk technology will support our mission to achieve industry best practice, greater efficiency, and security in the future.”

With the latest version of LANDesk Security Suite, Dave aims to improve security with functionality such as USB lockdown—a move that Dave is confident will mark another milestone in the support group’s development and highlight how LANDesk solutions can support the council’s mission to do more with less and achieve even greater benefits for the borough.

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—Dave Brockis

IT Front Line Support Manager
London Borough of Hounslow

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