



# Redbridge Council



## Driving improved performance through collaboration

### Summary

#### Challenge

An ageing infrastructure meant that Redbridge Council struggled with significant performance issues that negatively impacted end-user experience and the manageability of their system. They also wanted to better utilise cloud services and reduce the physical footprint of their data centre.

#### Solution

Proact worked with the council to deliver an efficient, performant and easy-to-manage solution based on VxRail; a hyperconverged platform incorporating ESX and Horizon. This significantly improved performance, eased pressure on Redbridge's IT team and enabled the provision of enhanced digital services to local residents.

The team at Redbridge Council were looking to deploy a modernised, more manageable platform to meet the needs of their key internal stakeholders and enable an efficient user experience. With ageing infrastructure and slow systems at the heart of their existing platform, they wanted to progress on their cloud journey with a partner that put the organisation's needs first and had strong attention to detail.

#### Delivering more through efficiency

With the ultimate ambition to become a cloud first organisation, Redbridge Council went into the procurement process with an open mind and a willingness to engage with whichever technologies and solutions helped them achieve their goals.

This open-minded approach from the council included looking at a variety of technology options including 3-tier, converged and hyper-converged offerings from a wide range of market leading vendors. Ultimately, a move to hyper-converged infrastructure was identified as the best fit for the current and future needs of the council - with Dell VxRail being the chosen solution.

As a result, the VxRail platform significantly improved performance for the Council, halving the time it takes for end users to run large backup jobs, as well as providing local residents with enhanced website access due to back-end changes and updates.

Moreover, built-in lifecycle management ensured the solution was easier to run, easing pressure on Redbridge Council's internal IT team. This enabled them to focus their time on other key tasks and projects. Additionally, the platform resulted in data centre space consolidation, reducing physical footprint and ultimately reducing cost.



**We felt a rapport with Proact straight away. They're very knowledgeable, very friendly and are really like an extension of our team."**

**Ken Yau,**  
Infrastructure Technical Lead,  
Redbridge council

### About Proact

Proact is Europe's leading specialist in data and information management with focus on cloud services and data centre solutions. We help our customers to store, connect, protect, secure and drive value through their data whilst increasing agility, productivity and efficiency.

We've completed thousands of successful projects around the world, have more than 4,000 customers and currently manage hundreds of petabytes of information in the cloud. We employ over 1,000 people in 13 countries across Europe and North America.

Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

### Remote implementation

Deploying Redbridge Council's solution during a global pandemic actually served to bring the two teams closer together. It was imperative for the Proact team to use their knowledge and experience to ensure the process was as streamlined as possible, working to rapidly resolve any technical issues.

With an initial project plan incorporating planned engineer site visits, Proact had to work collaboratively with Redbridge to react to the change in working environment, whilst minimising disruption to timelines. Through a process of remote installation, Proact guided the council through the installation developing a unified team mentality.

### Working with Proact

Proact worked as an extension of the Redbridge Council team, developing a deep understanding of their systems to ensure speedy and efficient resolutions to any technical complications identified during project implementation.

Ken Yau said: "The team were very easy to get on with and having dedicated, key contacts was extremely beneficial for ensuring the project ran as smoothly as possible."

### Benefits



#### Operational efficiency

Improving solution efficiency created a more manageable environment for the Redbridge team, allowing them to focus more of their time on other key projects.



#### Partnership

Having a dedicated Proact team aligned to the Council has enabled a strong relationship to develop through the progression of the project.



#### Adaptability

A deep understanding of the Council's systems has allowed the teams to work together in building upon the solutions to meet their ever-evolving business requirements.



#### Improved performance

Developing a solution that addressed the challenges of an ageing infrastructure resulted in a significant reduction in performance issues and improvement in end-user experience.

### About Redbridge Council

Redbridge Council serves the local community of North-East London, covering an area that incorporates approximately 300,000 residents, 100,000 households and over 50 different nationalities. Providing vital services across the borough, the Council relies heavily on their IT infrastructure to enable them to provide a valuable service to residents, delivering on their ten-year plan This includes vital services such as area regeneration, as well as keeping the community clean and safe, whilst providing a great place for families to live.

**PROACT**

info@proact.co.uk  
www.proact.co.uk

