Hampshire County Council

Building a secure and reliable network for the future

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Business

Hampshire County Council serves a population of over 1.4 million residents, supported by 400 IT staff who manage services for 12,000 employees.

When the time came to update its network infrastructure, the team turned to us for a solution that could enhance reliability, flexibility and security – all while enabling cost efficiencies.

Here's how we helped

- Delivered a more reliable and scalable network to meet the council's evolving needs
- Simplified billing processes, eliminating past disputes and confusion
- Enhanced cybersecurity with a unified security policy and advanced solutions
- Supported hybrid working, enabling staff to work effectively from any location
- Provided tools for real-time network visibility, boosting decision-making and productivity

The challenge:
Stability and scalability

Hampshire County Council faced several challenges with its existing network. It needed better reliability, more adaptability, simplified billing and an improved customer support experience.

The team sought a robust, high-performing network to power their digital services, including hybrid working and the shift to cloud-based applications like Microsoft Teams.

And its existing wide area network model, including connectivity to multiple third parties, was no longer cost-effective.

With a stronger focus on providing citizens with the best value, streamlining operations and making the most of staff time, it was time for a change.

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The solution:
A smarter, more secure network

Working closely with Hampshire County Council, we implemented the Hampshire Public Services Network 3, a secure and flexible network underpinned by software-defined wide area networking (SD-WAN).

The transition marked a significant shift to a more adaptable solution that harnesses the power of internet connectivity, bringing direct internet access closer to end users as and when required.

This has greatly improved the experience for staff. With changes to ways of working since Covid-19 and an increased focus on working closer with residents to provide better service, accessing approved corporate sites and apps from anywhere is now critical.

We also implemented a Palo Alto Prisma security solution to bolster council-wide security and business continuity.

This included applying a unified security policy to ensure consistent protection for staff, enabling them to work more effectively in the office, at home or in the community.

New network tools now provide greater visibility and control over performance through real-time data and analytics, enabling the council to make data-driven business decisions.

The outcome:

A partnership delivering results

The delivery of Hampshire Public Services Network 3 was completed on time and within budget.

We were able to migrate over 100 sites to the new network with minimal downtime due to the network investment the council had made over the years, our close working relationship and our migration approach.

Key benefits of the new network include:

- **Enhanced reliability:** uptime has improved significantly, reducing the risk of costly downtime
- **Simplified billing:** billing processes are now clear and straightforward
- **Improved productivity:** staff can focus on strategic tasks rather than admin work, thanks to automation and a streamlined network setup.
- **Hybrid working enablement:** the network supports the council's hybrid model, making it easier for staff to work effectively from any location.

> **"**
> The partnership approach, senior executive involvement and a consistent account team that understands our organisation has made all the difference.
> **"**

Matthew Parton
Head of Service Delivery
Hampshire County Council

What's next?

The team at Hampshire County Council continues to work with us to explore new opportunities for cost savings and service improvements.

The partnership is now focused on innovation and long-term planning. We're looking at how to make their network even more resilient and fit for the future.

> "When you get the bread and butter right, you can start looking at the exciting stuff. We're now focused on strategic discussions with Virgin Media O₂ Business about how to support our residents better.
>
> **Matthew Parton**
> Head of Service Delivery
> Hampshire County Council

Want to unlock new possibilities for your organisation?

We can tailor connectivity solutions to fit your needs.
Call us on **0800 064 3790** and let's have a conversation.