

Lisbon local authority improves e-government service delivery and increases value for money for the community

EXECUTIVE SUMMARY
CUSTOMER NAME · Oeiras Municipal
LOCATION · Lisbon, Portugal
INDUSTRY · Local government
COMPANY SIZE · 1800 employees
BUSINESS CHALLENGE · Increasing demand from citizens to improve access to online services and information · Existing communications infrastructure unable to support new e-government services · Improve internal operations and make staff more productive
NETWORK SOLUTION · Cisco's Data Center 3.0 architecture · Cisco Storage Area Network · Cisco Unified Communications
BUSINESS VALUE · Helps to increase and improve local government services by supporting more efficient e-government services and applications · Improves citizens' access to local government services and information · Enables e-government services to be deployed faster using a robust and reliable data centre infrastructure · Increases application and server availability and uptime by 50 percent · Makes internal communications more cost effective by reducing inter-office call charges · Increases staff efficiency through better access to information and better communications · Cisco Unified Communications reduces telephony costs by €200,000 a year



A Cisco data center network solution is helping Oeiras Municipal, a local authority in Lisbon, to improve the provision of e-government services and applications and improve staff productivity.

Business Challenge

Oeiras Municipal is a local authority in northern Lisbon, comprising 10 parishes and an area of 46km², serving a population is 168,500 inhabitants. It is one of 19 councils in the Lisbon Metropolitan Area and surrounding region.

The authority has played a key role in regional economic development by attracting multinational businesses such as Microsoft, Oracle, Nokia, IBM and Cisco to locate in the area along with Portuguese academic and research organizations like Taguspark, Instituto Superior Técnico, Instituto de Tecnologia Química e Biológica and the Instituto Gulbenkian de Ciência.

Alongside driving regeneration and economic growth, Oeiras Municipal is seeking ways to improve the delivery and access to services for local residents and ways to make its own internal operations more efficient and cost effective. Rui Matias Várzea, director of the Department for Technology and Information Systems

at Oeiras Municipal, says, "Oeiras Municipal aims to transform the local authority into a centre of excellence for public service, guided by best practices and the application of the available resources, in order to guarantee that the needs, expectations and desires of citizens are met."

Underpinning this objective is a stable, secure and powerful communications infrastructure. But the existing infrastructure was unable to support many services and applications that the Authority wanted to enhance and deliver. It needed a more stable, powerful and scalable infrastructure and it turned to Cisco for the solution.

Network Solution

Oeiras Municipal is using Cisco's Data Center 3.0 infrastructure transformation architecture as a blueprint to rationalize and maximize data center resources and make them more efficient. Data center operational improvements such as consolidation, virtualization and information sharing, which Cisco enables, are the first steps towards delivering shared services and realizing the vision of Connected Government where local governments can collaborate with other local authorities, central government and the private sector.

At its main office in the town of Oeiras, the Authority has a data center where it has built a Cisco Storage Area Network (SAN). The data center has 21 physical and 26 virtual servers and the Cisco SAN architecture virtualizes storage resources so they can be shared and utilized more efficiently. Data capacity is 6TB.

The Authority has also deployed a Cisco Wide Area Network (WAN), over fiber optic, connecting up 16 buildings with Cisco Local Area Networks (LANs). It uses this infrastructure to connect up different departments and functions in the Authority to improve information sharing and resource sharing. It also supports additional services such as wireless networking and a Cisco Unified Communications system with 560 Cisco Unified IP phones. Oeiras Municipal is also planning to implement a customer call center solution using Cisco Unified Communications. Infrastructure security is provided by Cisco security network technologies.

Várzea says, "Cisco, as the world leader, possesses vast experience especially in data center networking and how this technology can be applied to meet the needs of the Authority and the local community. There is no doubt that Cisco provides the most technologically advanced products in the market and they have given Oeiras Municipal excellent results in terms of reliability, performance and return on investment."

Business Results

Key business drivers for Oeiras Municipal are improving services and delivering value for money for the community. Cisco is helping the Authority achieve these objectives by supporting and enabling initiatives like increasing shared services, increasing e-government services and bringing local government services closer to the citizens that need them.

By helping Oeiras Municipal streamline data center operations, for example, the Cisco SAN solution is enabling the Authority to manage more data associated with new services more efficiently and faster. Also, more efficient use of data storage means that new applications can be introduced to staff faster so they can operate more efficiently. Cisco virtualization within the data center has helped Oeiras Municipal increase application and server availability and uptime by as much as 50 percent.

The Cisco SAN has enabled the Authority to use its existing storage devices more efficiently so it can increase capacity without further investment. This also helps to reduce energy use in the data center.



“At Oeiras Municipal we believe the investment in an advanced communications infrastructure to be essential, so that we can meet the needs of our staff and accordingly ensure that the best service is supplied to the municipality’s inhabitants, which is the end objective of our activity. Cisco is fundamental to Oeiras Municipal since all the services that we make available to the municipality’s inhabitants are based on Cisco technology.”

Rui Matias Várzea, Director of the Department for Technology and Information Systems, Oeiras Municipal

PRODUCT LIST

Routing and Switching

- Cisco Catalyst 6509-E Switch
- Cisco Catalyst 4507R Switch
- Cisco Catalyst 3750 Series Switches
- Cisco Catalyst 3560 Series Switches
- Cisco 3700 Series Multiservice Access Routers
- Cisco 2801 Integrated Services Router

Security and VPN

- Cisco ASA 5500 Series Adaptive Security Appliances

Storage Networking

- Cisco MDS 9000 Series Multilayer Switches

Voice and IP Communications

- Cisco Unified Communications Manager (CallManager)
- Cisco Unified IP Phones 7900 Series

Cisco has helped the Authority create wired and wireless education networks that provide students in the region with the ability to use videoconferencing, IP telephony, electronic boards, Internet and email access in all municipal schools. The schools are also given access to centralized services in the Oeiras Municipal data center.

Increasingly, citizens expect more and more e-government services such as paying local taxes, planning applications and communicating with the Authority to be available online. Having an efficient data center and robust network infrastructure means that these facilities can be deployed quickly, can be changed and adapted according to demand and that they are reliable and function smoothly.

Cisco has also helped improve staff productivity because faster and more efficient applications mean less time wasted on slow applications. In addition, the Cisco infrastructure has helped the Authority make applications

available in real time over the network so that staff have immediate access to the necessary information, reducing time and raising productivity.

Várzea says, "As a result of the high levels of reliability and performance of the Cisco infrastructure, we have been able to increase the availability of our data communications network, which allows us to increase staff productivity and provide services to the community faster and in greater quantity. With regard to reliability, our network achieves a 99 percent service level, ensuring secure and stable applications."

Oeiras Municipal has also seen other benefits from using Cisco solutions. The Cisco Unified Communications system has provided significant cost savings. The organization expects to save around €200,000 a year – because the authority no longer needs to rent telephone exchanges in five of its remote buildings and because calls between buildings are now carried over the Cisco network at significantly reduced call costs.

Cisco wireless networks are used by staff when they are in meetings to access information and documents that they would otherwise have to print out. This improves access and information sharing and contributes to the Authority's environmental protection policy by reducing the need to print out lots of paper documents.

Várzea says, "At Oeiras Municipal we believe the investment in an advanced communications infrastructure to be essential, so that we can meet the needs of our staff and accordingly ensure that the best service is supplied to the municipality's inhabitants, which is the end objective of our activity. Cisco is fundamental to Oeiras Municipal since all the services that we make available to the municipality's inhabitants are based on Cisco technology."



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