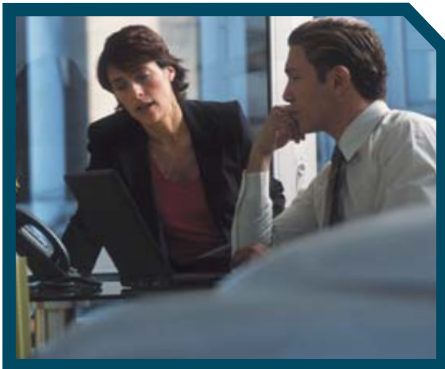


CISCO DELIVERS SELF-FUNDING IP NETWORK SOLUTION TO ISLE OF MAN

When the Isle of Man Government rolls out its Cisco-based IP network infrastructure it will create a business solution that is self-funding and will pay for itself in less than five years; that improves the delivery and efficiency of government services and one that makes the island more attractive to international business.

Cisco supports single touch point vision for all government services

The Isle of Man is an independent self-governing dependent territory of the British Crown. It is not part of the United Kingdom but is a member of the British Commonwealth. Tynwald, the island’s 1,000-year-old Parliament, is the oldest continuous parliamentary institution in the world. The Isle of Man prides itself on its use of technology to improve the provision of services for its citizens and for creating a hi-tech environment for attracting businesses to the island. The island has already won the internationally recognised “AAA” credit rating from Standard & Poor’s and Moody’s and is now recognised as a key location for the financial services industry.



But to serve both citizens and business effectively, the Isle of Man Government needed to have a fast, secure and robust network infrastructure so the government launched the Project Jupiter (Joined Up Information for The Electronic Resident) to support improvements in e-government. Prior to this, the Isle of Man Government had a patchwork of different networks, and hardware and software environments. Government departments were operating in silos and not communicating effectively. It meant that anyone interacting with government would often have to visit or interact with several different departments in order to get information and access to government services.

EXECUTIVE SUMMARY

CUSTOMER NAME

- Isle of Man Government

INDUSTRY

- Central government

BUSINESS CHALLENGE

- Improve government service delivery and functionality to the community
- Encourage more international businesses to locate on the Isle of Man
- Integrate disconnected government departments and improve cross-function communication and collaboration

NETWORK SOLUTION

- A Cisco-based IP network infrastructure supporting data and voice and extending from central government offices to remote, one-man GP surgeries
- Commitment from Cisco Systems for design, development and implementation from project concept to on-going future support

BUSINESS VALUE

- Cisco IP network infrastructure is self-funding and will deliver ROI within five years
- Access to government services now faster and more efficient
- Creates a more valuable and attractive environment for international business
- Internal operations and business processes more streamlined and effective

“The purpose of the Isle of Man Government is to continually improve the way we look after the welfare of our citizens and make the Isle of Man an attractive, competitive place to do business,” says Paterson. “The support and technology that Cisco has given to the Isle of Man has been a fundamental part of our ability to achieve and exceed our duty of service to the community.”

Allan Paterson, Director of the Government’s Information Systems Division

The vision is to provide the community with multiple channels to contact government, but a single point of contact for service delivery. Whether by the Internet, contact centre, government office or letter, someone changing address need only do it once rather 20 times to different departments and utilities.

Cisco commitment and sustainability wins praise

Allan Paterson, Director of the Government’s Information Systems Division, says, “We were already aware of the quality of product and reputation that Cisco Systems offered. But it was knowing that we had the commitment, a sustainable product evolution and access to a high quality channel for support, design and implementation that meant Cisco was the best choice for the Isle of Man’s Jupiter Project.”

As well as its product offering, Cisco also provided the Isle of Man Government with added value applications such as Cisco’s unified messaging solution, Unity. The network is being developed by Cisco, its reseller Dimension Data and Manx Telecom. The Isle of Man Government has also been supported throughout the project by one of the UK’s leading firms of independent IT consultants, Improcom. “Cisco Systems has demonstrated to our client that the technologies they offer are ideally positioned to allow them to realise the objectives of Project Jupiter,” says Simon Robinson, Principal Consultant at Improcom.

Project Jupiter will make the Isle of Man Government the first government in the world to have a complete end-to-end IP data and voice network. It will link up over 200 buildings on 170 sites across the Isle of Man including government offices, hospitals, police stations, post offices and even individual GP surgeries. The network uses several Cisco products including switches, routers and software. Cisco is also providing more than 7500 IP telephones. The network will support 3500 concurrent users (rising to 8500 with occasional users). The network also supports around 110 XDAlI devices used by government staff.

The network scope includes enabling applications such as video conferencing between lawyers and their clients inside prisons, virtual consultations between hospital patients and specialist in the UK or for sending digital X-rays. The security of the Cisco solution means it is possible to create virtual private network over the existing network infrastructure such as one used by the Isle of Man police force.

Nigel Thomas, Jupiter Network Programme Manager for the Isle of Man Government’s Information Systems Division, says, “As well as the Cisco Technology, the success of our Jupiter Programme will be determined by business processes and culture - changing them and managing through that change. Cisco is already on board and has demonstrated its willingness to help the Isle of Man Government in making this challenging journey.”

Cisco contribution to improving e-government is “enormous”

The Isle of Man Government’s new Cisco network infrastructure is self-funding and will have paid for itself in less than five years. In the first year of operation, it is already saving 50 percent of former communications costs.

“The contribution of Cisco and its products to improving e-government on the Isle of Man is enormous,” says Paterson. “We would not have gone down the road of such a major investment and network transformation without the degree of underpinning and support Cisco has, and continues to provide. From day one Cisco has been very active in helping design and implement this solution and the level of commitment that Cisco has given has been excellent.”

The key benefit of the Cisco network infrastructure has been to integrate and unify the delivery of government services. For example, an unemployed person from home or from a job centre kiosk, now has a single point of access to a host of government services relevant to his or her situation. This includes information about retraining grants, tax or social security. Historically, there were a series of different sources for new jobs, but using the Cisco network now means these become a single source making it much easier and faster to search and increasing the chance of finding a job.

“The Cisco network isn’t just about making it easier to change your address, it’s about adding value to the services we offer and improving and enhancing the lives of our citizens. So we’re also looking to use the network for applications such as providing large viewing screens across the island during the world famous Isle of Man TT motorbike road race,” says Paterson.

Integrating different functions and enabling a single touch point to those services is also helping the Isle of Man’s business community. Now services such as registration and information about taxation and employment can be accessed quickly and easily. The quality of the Isle of Man’s network infrastructure and e-government services is proving to be an example of how business should use technology.

As a result, the network is making the Isle of Man more attractive, especially to the business community. “We’ve kept at least one major business from leaving the island because of the quality of the Cisco network and the developments we made to make Isle of Man an e-island. We have always had a fiscal and legal advantage as an offshore business centre and now companies can see we’ve a highly advanced, secure and reliable communications infrastructure,” says Paterson.

The network has also helped the Isle of Man establish itself as one of the world’s premier places for ship registration. Not only does the network mean data and communications for the marine administration is highly secure, it is also designed to allow Isle of Man shipping agents collecting shipping information to access information and applications from anywhere in the world.

The Isle of Man Government’s new Cisco network infrastructure is self-funding and will have paid for itself in less than five years.

The Isle of Man's emergency services have also been improved. The network enables the joint emergency services control room to access fire, ambulance and police databases so that all three services can be co-ordinated much faster in the event of an incident.

Another advantage of improved communications and integrating operations has been to reduce the number of repeat and duplicated government functions. As a result, the Isle of Man Government is consolidating common operations and creating single applications such as a records management system or a payments application.

“The purpose of the Isle of Man Government is to continually improve the way we look after the welfare of our citizens and make the Isle of Man an attractive, competitive place to do business,” says Paterson. “The support and technology that Cisco has given to the Isle of Man has been a fundamental part of our ability to achieve and exceed our duty of service to the community.”



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