

Client Case Study

▶ Liverpool Direct Limited



Liverpool Direct Limited (LDL) mitigates risk and increases operational performance with Managed Security Services provider Vistorm

Client Overview

Liverpool Direct Limited (LDL), a joint venture between the council and British Telecom, was created in 2001 to help Liverpool City Council achieve its vision of becoming a premier European city.

“By taking advantage of Vistorm’s wide range of Information Assurance capabilities, we have been able to enhance our customer service offering, and in turn build customer confidence. Now that our security has been enhanced, downtimes are shorter and there is greater trust between us and our business partners.”

Mark Orford, Head of Technical Architecture and Strategy, Liverpool Direct Limited



▶ Challenge

- ▶ LDL's security infrastructure, implemented in 2001, was outdated leading to poor quality service to its customers
- ▶ LDL needed to address the issue to mitigate the increased vulnerability
- ▶ Infrastructure inefficiency caused slow Internet access, causing poor customer perception of the council and service delivery issues

▶ Solution

- ▶ Vistorm worked with LDL to implement a solution combining elements of both security and infrastructure solutions – an unusual approach in the marketplace

▶ Key Business Benefits

- ▶ Better customer service
- ▶ Greater customer confidence
- ▶ Shorter downtimes
- ▶ Reduction in time and money spent on troubleshooting
- ▶ Scalable infrastructure

▶ Technology

- ▶ Intrusion Prevention System (IPS)
- ▶ Firewalls
- ▶ Remote access technology
- ▶ Vulnerability scanning
- ▶ Patching
- ▶ Load Balancing
- ▶ Internet Proxy Services
- ▶ Secure Remote Access (SSL VPN)

Part of LDL's remit is to establish the reputation of the City Council as a provider of first-class public services. In order to do this, the company is introducing and blending managerial and leadership skills to improve a number of key service areas such as ICT, Human Resources & Payroll, Contact Centre and Revenues & Benefits.

LDL is also developing new ways of working and organising the council's services around future solutions while exploiting emerging technologies. In its 11-year contract the company will invest £54million into the council's infrastructure to achieve these aims.

Challenge

Head of Technical Architecture & Strategy, Mark Orford is responsible for the technical strategy of the ICT network and infrastructure, which has over 150 staff supporting systems used by 10,000 council employees. In his role, he oversees a team of high-calibre solution architects working on many LDL projects.

Network security is extremely important to the company and its customers. LDL's previous security infrastructure, implemented in 2001, had become outdated which was leading to difficulties in the ability to provide a quality service to its customers. More importantly LDL recognised that it had to address the issue to mitigate the increased vulnerability from attack. The inefficiency of the infrastructure meant that Internet access had become slow, causing poor customer perception of the council as well as creating service delivery issues.

Solution

For a solution to its problem, LDL sought a professional organisation backed by accreditation from leading vendors, to help improve the reliability of council services and increase functionality.

LDL already had a relationship with Managed Security Services provider and Information Assurance specialist Vistorm, so it made sense to turn to them with the new challenge.

"We chose Vistorm because of our past experience of its good working relationship with customers, its strong reputation and its excellent account management pedigree," commented Orford. "We were particularly impressed by the knowledge levels of its staff throughout the company. Having looked at other Managed Security Service providers, we decided that Vistorm was the best fit for our requirements."

Through detailed consultation, Vistorm drew up a strategic plan to answer LDL's immediate requirements and to future-proof the organisation's security infrastructure.

Vistorm has provided an end-to-end Information Assurance solution, providing high levels of protection for both internal and external services. To combat the potential business risks, Vistorm worked with LDL to implement a solution combining elements of both security and infrastructure solutions – an unusual approach in the market place. Vistorm's range of Managed Services solutions, protects the LDL perimeter and internal infrastructure from compromise and also accelerates the performance of Internet traffic using content control solutions.

The solution incorporated eight different technologies, integrated and managed through a full Managed Security Service. The technologies included IPS (Intrusion Prevention System), firewalls, remote access technology, vulnerability scanning, patching, load balancing, Internet Proxy Services and Secure Remote Access (SSL VPN) – a full end-to-end solution.

Vistorm's team of security experts ensures that alert response times are maintained, and changes to the infrastructure are understood and implemented correctly. Through the myVistorm customer portal, LDL employees are given access to the latest security and service information.

"As an organisation, we value the key corporate and technical qualities that Vistorm has to offer," continued Orford. "Vistorm has shown a good level of understanding of our core business. As a company they have flexibility in their approach and methods and they meet agreed deadlines. And they are friendly people too, who deliver continuity of service and personnel that we can rely on."

Benefits

Vistorm's capability to integrate all the different technologies and also wrap a Managed Security Service around these solutions has provided a better Service Level Agreement for LDL, improving and increasing customer service.

The Vistorm Managed Service helps to prevent network administrators from being swamped by security alerts, and ensures the provision of secure Internet and extranet services for all LDL employees and customers.

"By taking advantage of Vistorm's wide range of Information Assurance capabilities, we have been able to enhance our customer service offering, and in turn build customer confidence," commented Orford. "Now that our security has been enhanced, downtimes are shorter and there is greater trust between us and our business partners."

"Our Managed Service offering is designed to reassure clients and ease the burden of day-to-day administration of crucial IT operations. LDL now has round-the-clock peace of mind, with the absolute minimum of system downtime – at a fraction of the cost of providing the services in-house," concludes Martin Dipper, General Manager, Managed Services, Vistorm.

Orford concluded: "The excellent results Vistorm has delivered means that LDL will definitely consider using Vistorm on future projects."

About Vistorm

Founded in 1991, Vistorm is a specialist in delivering industry leading security solutions. Partnering with leading manufacturers, Vistorm combines specialist Consulting, Technology and Managed Services capabilities to offer a complete portfolio of secure infrastructure services and solutions.

Vistorm believes that a clear Information Assurance strategy is fundamental to good corporate governance. In today's business environment, stakeholder value can be too easily and often unwittingly damaged by information-based risks. Information capital needs to be compliant, secure, available, reliable and accurate. Without this assurance, there is a real danger of financial loss or damage to reputation.

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