Derby City Council

Case Study

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David Gale, Strategic Architect , Derby City Council

The Customer

Derby is a thriving City at the Heart of England. Part of the East Midlands, the City is the starting point of the Derwent Valley Mills World Heritage Site and home to International companies such as Rolls-Royce, Toyota and Royal Crown Derby.

Derby City Council continues to be rated among the best in England and Wales by the independent Audit Commission, having awarded it four-star status - the highest possible.

Derby City Council is a Unitary Council which means it provides all Local Government services within the City boundaries. These include Education, Social Services, Highways and Transportation, Arts and Cultural Events, Refuse Collection and Recycling, and Parks.

It works in close partnership with other Agencies who provide services for the 233,000 people who live in the City, such as Police, Health Trusts and Voluntary Organizations. The Council also plays a major role in how the City is developed for the future through Cityscape.

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The Challenge

Derby City Council values its reputation as one of the leading unitary councils in the UK and continually strives to improve the services it offers and the cost and efficiency of the processes it uses to delivery those services. Like all large Government sector organizations it has to adapt to new ways of working. Continual pressure on budgets, the impact of new technologies and the rising expectations of its citizens, affect the way business is done. As a leading provider of services, Derby City Council also sees the requirement and opportunity to extend its service provision to other Agencies.

The challenge facing Derby City Council was to implement a new IT infrastructure which would provide a long term efficient platform for current and future service provision as well as addressing the need to securely manage the rapidly growing volumes of business information to be processed each day. Business Information is created, received and distributed in many different formats and if it is not processed in a controlled way it becomes the root of business inefficiency and bad governance. Derby recognized that proper control of unstructured information is essential to both the requirements placed on it by Government Legislation and for improved business performance, such as those set out in the Gershon report.

The Solution

Derby City Council decided that it needed to replace its current IT infrastructure which had grown organically based on the requirements of individual departments with a new Strategic IT Framework to support the successful systems already in use and allow for the future development of new systems and services. Derby's Strategic IT Framework is a Service Oriented Architecture that replaces a number of disparate systems with a unified set of generic services, built around a standard infrastructure capable of serving the entire City. Central to this Framework was the need for an enterprise-wide solution to store and control all unstructured business information. Meridio meets the e-Derby requirement for an enterprise-wide Document and Records Management system which will securely manage all the vital business documents and records for the council and also ensure integration and reuse of accurate information with many line-of-business applications.

New ways of working can be introduced using collaboration tools to share information within Derby City Council and through a Shared Services Approach with cooperating organizations such us Health Service Agencies, Education and the Police.

Information can be quickly located via the corporate Fileplan, searching using keywords or full text search. Information is no longer lost or duplicated on individual hard drives in departmental systems.

David Gale, Strategic Architect for Derby, said "Meridio was chosen not only because their technology is the best fit for our functional and architectural needs, but more importantly Meridio really understands our strategic plans and has demonstrated commitment to helping us achieve major business benefits. In the short, medium and long term, we will see major benefits both in terms of lower IT investment costs and also as a contribution to wider business efficiencies such as those required under the Gershon Report. The e-Derby Framework is the foundation for new business solutions such as our new Customer Service Information System which provides a single point of contact for the delivery of multi-agency services to the residents of Derby. The extensible nature of the Derby Strategic IT Framework allows these services to be provided to other organizations, driving service efficiencies and improvements across the region."

The Benefits

- The Meridio enterprise-wide Document and Records Management system means that there is now a central repository for all key business information. Derby City Council is much more efficient in the way it handles this information; the latest versions of key documents are always available and can be quickly found by anyone who is entitled to access them.
- Using Meridio eDRM, Derby City Council has an enterprise-wide system for managing the growing amount of vital business information held in many different unstructured formats such as emails, Microsoft Word and Excel, scanned TIFF files etc.
- As Meridio eDRM is designed to transparently integrate with Microsoft applications, acceptance and use throughout the organization by all users becomes much easier and allows the organization to concentrate on the aspects of the implementation of the Strategic Framework in order to achieve a much faster Return on Investment.
- The component based technology of Meridio makes the integration with line-of business applications quick, cost effective and provides a flexible foundation for the future.
- Meridio's commitment to the Microsoft platform guarantees long term stability for the end user interface.
- Information can be quickly located via the corporate Fileplan, searching using keywords or full text search. Information is no longer lost or duplicated on individual hard drives in departmental systems.
- It is now much easier to meet Legislative Compliance responsibilities since the required information to be reported or provided as a result of a citizen Freedom of Information request can be easily located.
- Built into the strategic IT framework Meridio eDRM provides the source of trusted information for new systems to support Freedom of Information Requests and Customer Service delivery.
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Meridio and Microsoft

Meridio is a Microsoft Gold Certified Partner, having demonstrated superior levels of developer certification, real-world experience and providing complete customer reference projects that were independently verified by Microsoft.

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