

Campbelltown Council's Data Centre Refresh

Assists Scalability for Growing Metro Region



Campbelltown City Council, is a local government municipality, located 53 kilometres southwest of Sydney, in New South Wales, Australia. The community calls home to over 160,000 residents who benefit from the suite of council assets including libraries, pools, childcare centres, leisure centres, parks and more. Campbelltown City Council employs 1,000 strong staff, encompassing a large IT team of 22 experts. The council is a leader in local government, a forward-thinking organisation committed to innovation, continuous improvement and enhancing community life for its citizens. Campbelltown has been earmarked as a growth corridor for the newly and soon to be built, 'Western City', comprised of a metropolitan city centre, providing a gateway to the South West of New South Wales.

Campbelltown Council needed a robust IT strategy if they were going to endure the increase in capacity of the region's growth corridor. Campbelltown first contacted Logicalis Consulting and Advisory (C&A) arm in 2018 to engage and solidify the plan and strategize the council's ICT roadmap for the coming years. The roadmap sought to modernise and digitally transform the council's IT foundations and to meet the three pillars of the Council's strategy: Smart, Simplicity and Sustainability. Many plans were drawn, meetings were held, processes were analysed and discussions around on-prem. vs. Cloud were laid bare.



Solution

Prior to Logicalis' interposition, Campbelltown City Council were operating from a 3-tier architecture model, that was slow in delivery and underperforming on the reliability, storage, performance and scalability fronts. The architecture could not cope with the current capacity, let alone the future capacity. Campbelltown Council chose to migrate and refresh their IT environment with Dell Technologies Hyper Converged Infrastructure Platform comprising of:

- 4 x P-series VxRail nodes
- 2 x Dell switching gears

Since deployment of the solution, council have reaped benefits including:

- Nil hardware and storage related faults or incidents to date
- Drastic reduction in physical footprint – down from 2 x 48 RU racks to single rack consuming only 12 RU space
- Average power consumption down from 30KW to 8KW (equates to savings of approximately \$15K per annum in power bills)
- Approximately \$100K reduction in annual maintenance and support costs, compared to legacy environment
- Significant performance improvements e.g. SQL DB batch processing times down from 2 hours to under 20 minutes

The long-term partnership formed between Logicalis C&A team and Campbelltown Council meant there was always an open and honest relationship and level of respect and trust around all engagements, which continues through to today in 2020.

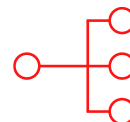
Challenge

After much deliberation and many on-prem vs. Cloud discussions, Logicalis and Council decided an on-prem model would best fit Council's strategic principles (Smart, Simplicity and Sustainability). Once Logicalis and Campbelltown had cemented the Council's roadmap, the first cab off the rank was to tackle the data centre migration and refresh, in their first step towards digital transformation. Ari Aich, Head of Technology at Campbelltown City Council quotes, "I did my research on various vendors in the industry, including Nutanix, Cisco and NetApp, but Dell VxRail was a stand-out, a market leader for our Council. The modern and cutting edge, ability to support and scale up and down aligned to our strategic principles to sustain and build smart environments and remain as an innovative Council." Prior to the transformation, Council were operating from a traditional 3-tier architecture model (Storage, Compute & Network) which was in dire need of a refresh. That aside, Council was spending copious amounts on electricity to run its existing IT infrastructure, leaving a negative environmental footprint and lucrative costs in electricity bills. Ari, also explains how the team were facing reliability and performance issues with ageing infrastructure a bugbear "business as usual (BAU) allowed no time for new projects, research or professional development, as 80% of IT's time was spent keeping the lights on." Ari's team, encompassing 22 staff members across, core, business applications and IT care model were increasingly frustrated with the ongoing reliability, unscalable issues caused by the redundant data centre. Ari echoes "the finance team would often run monthly financial reports that would take in excess of 12 hours to complete."

The result so far

Post the data centre migration and refresh, Council have reaped the benefits in leaps and bounds. Ari's team now have one system to manage instead of three, bearing less risk for the IT function as whole. The finance team can now run reports in 20 minutes and real time, the IT team has capacity to take on new projects, research and more importantly, professional development, as there is little time required for BAU. In terms of the business itself, the Council has seen:

- Added assurance of IT environmental health due to advanced monitoring features and "call-home" to Dell pro-support
- Confidence in ability to scale up over time, when required, on a trusted and reliable platform
- Savings to Council's bottom line, with less time spent on BAU, less electricity expenditure and more time to focus on innovative and revenue generating projects
- Improved speed and performance of the Council's overall business systems, meaning more time for end users to focus on those who matter, the community members and ratepayers



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