

Dublin City Council Managed Network Services

With an extensive ICT network spanning the Dublin metropolitan area, Dublin City Council and its ICT team manage one of the most dispersed and mission-critical networks in Irish Local Government. Recognising that the most cost-effective and efficient way to manage key network equipment and security services vital to business performance is through a managed services partnership, Dublin City Council chose eir Business as its managed services partner.

“All the elements we required were there in the managed service eir Business proposed. The relationship between our own team and eir Business has proven very productive and we are continuing to realise the cost benefits of the managed services model.”

Brian Curtis, Head of ICT, Dublin City Council

Mission Critical

Managed network services

Like many of Europe's largest local government organisations, Dublin City Council has a critical requirement for high availability in its networking and security infrastructure.

With so many vital activities and applications reliant on ICT - including financial systems, city councillor meetings, organisational e-mail, customer databases - Dublin City Council took the notable step of providing internal service level agreements with its own users, guaranteeing service availability levels.

Dublin City Council was keen to find a managed network and security services partner who could not only guarantee maximum availability and rapid issue resolution, but who also fully grasped the business implications for Dublin City Council of downtime. Cost efficiency was another key deciding factor. Dublin City Council required its

managed services partner to demonstrate that out-sourced delivery of network and security services would be more cost effective than inhouse management by Dublin City Council, who needed their teams to be freed up to focus on strategic ICT projects. Dublin City Council chose eir Business to provide its managed network equipment and ICT security services.

“An ICT estate like ours, which has grown over a number of years, has a scope and a complexity that make the task of providing a network equipment and security managed service challenging. We were extremely pleased with how smoothly and efficiently eir Business assumed management of these services for us, and the service we receive on an ongoing basis has been excellent. We're looking forward to continuing the relationship.”

Brian Curtis, Head of ICT, Dublin City Council

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Behind the scenes

Networking and security infrastructure

There are six key elements to eir Business's managed service which highlight the depth of collaboration between Dublin City Council and eir Business:

Network monitoring and issue resolution:

eir Business's Network Operations Center (NOC) proactively monitors all Dublin City Council network devices, allowing the rapid diagnosis and resolution of issues including software updates, performance analysis and assessment. This ensures that the Dublin City Council network supports its day-to-day business needs.

Field engineers on standby:

eir Business field engineers are on call for any on-site visits needed to repair non-performing hardware. This comprehensive capability offers rapid coverage for Dublin City Council across its dispersed estate.

Dedicated service manager to maintain service quality:

eir Business's dedicated service manager analyses and reports to Dublin City Council on key service issues, and ongoing recommendations for further service improvements, giving Dublin City Council greater forward visibility and control of its ICT investment.



Comprehensive tailored solution:

eir Business's managed security service encompasses management and troubleshooting of firewalls, web content filters, and anti-virus appliances.

Proven methodologies:

eir Business experts use proven methodologies to ensure an effective switch to eir Business of the managed services elements on the Dublin City Council network. Key steps include extensive discovery activities (both in software and in person) to allow full detection and documentation of all elements of the customer's architecture. This allows the eir Business team to quickly understand the business impact and priority of all elements to correctly prioritise maintenance and repair activities.

Leveraging the strengths of technology partnerships:

as the longest established Cisco Gold partner, eir Business has developed an in-depth understanding of the support processes of essential networking equipment vendors including Cisco. For all managed services customers, eir Business takes steps to ensure the fastest possible issue resolution and equipment replacement from vendors, to give maximum protection to the customer's uptime and business.



To find out how eir Business Managed Network Services can benefit your business, please contact your eir Business account manager