Tendring District Council Digital Transformation

Martyn Knappett, Deputy Chief Executive, Tendring DC

Community Leadership at the heart of everything we do ….

Digital Transformation Drivers:

Office Transformation:

Our 2014-2017 Modernisation Programme included:

- 2014 investment in our voice and data **Wide Area Network** including replacement of 14 year old Cisco switches
- 2014 new, high speed, mirrored **SAN data storage** capabilities within our own private cloud.
- 2014-2015 **virtualisation** of over 150 applications onto our HyperV SANs removing over 130 physical servers from our infrastructure.
- 2014-2017 replacement of over 400 desktop PCs with **laptops and tablets**.
- 2014-2017 roll-out of **remote working technology**
- 2014-2017 Replacement of around 140 staff mobile phones with **Smartphones**.
- 2015-2016 replacement of Cisco corporate telephony with **Microsoft Skype for Business**.
- 2015-2017 corporate IDOX **Electronic Document Record Management** roll-out.
- 2015-2017 replacement of our **intranet**.
- 2016 opening of our new **Mitel contact centre**.

Our 2018-2020 Digital Transformation Phase Two comprises:

- ❑ A two year 2018-2020 migration to the Microsoft Azure platform.
- ❑ Delivery of the Firmstep customer self-service portal integrated to key corporate systems.
- ❑ Development of a new Leisure and Tourism promotional smartphone App including Clacton Air show crowd-funding capabilities.
- ❑ Dynamic re-configuration of our corporate network to support our Office Transformation programme with significant investment/ roll-out in Cisco Meraki WiFi connectivity for all staff.

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