

Local Government Management Agency (LGMA) Case Study

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OUR VISION**



Ireland's largest provider of high quality maintenance services for Microwave Wireless and a leading provider of Cisco voice, video and data solutions.

PROJECT OVERVIEW

Customer Name:

Local Government Management Agency (LGMA)

Industry: Government

Location: Ireland

Challenge

- Continuous Country Wide Network Support

Solution

- Exigent Managed Support Contact

TESTIMONIAL

"Continuity of service is critical for local authorities and the LGMA needs to be confident that we can provide a secure and reliable service. Local authorities are increasingly using technology for citizen engagement and business processes and we all look forward to working with Exigent to support our networks."

Raymond Rochford
LGMA

Project Details:

The Local Government Management Agency (LGMA) is a state agency established in 2012 by the Irish government to provide a central range of services to the local government sector nationwide. The Agency has a clear emphasis on delivering local public services effectively and efficiently. Fundamental to this is providing a secure and robust ICT infrastructure platform for local authorities to deliver their business needs. Managing and maintaining networks are a key element of this infrastructure. This includes providing solutions and support for all network issues that may arise. There is an extensive range of networks in place. The LGMA require support for all Local Area Networks (LAN), Wide Area Networks (WAN), Metropolitan Area Networks (MAN) and County Area Networks (CAN). The latter is the infrastructure connecting each county council to their area offices and business units by wireless, laser, ISDN or broadband technology.

About Exigent Networks:

We are a leading provider of ICT solutions in Ireland, and one of the largest suppliers to local authorities throughout the country. We have an unparalleled commitment to our customers in delivering leading edge networking solutions. We support and maintain our clients' network infrastructure investment to the highest possible standards to ensure consistent, uninterrupted service that exceeds their expectations. Our leading edge solutions are founded upon our expertise and experience and we cover every aspect of service from architecture, deployment, to integration and network management.



EXIGENT NETWORKS



The Challenge:

Following recent changes in staffing levels and a reduction in the number of external contractors available to the LGMA, a clear requirement emerged in the Agency for high-level and expert network support on an ongoing basis. Specifically there is a requirement to ensure daily delivery of essential business services required by local authority clients, and to support and manage their internal network and data centre requirements. Given the nature of the business it is essential that there is no interruption of service and that any issues that may arise are handled systematically and promptly with any faults logged and resolved. The Agency needed a robust and reliable solution that guaranteed second and third level support for all network related issues. This included troubleshooting any matters of network performance and connectivity, remote access configuration and load balancer support, configuration, advice and consultancy.

The Solution:

Exigent's solution provides a clear and robust network support service that will handle all queries, no matter how complex, through a fully managed helpdesk. In Exigent Networks we have an excellent track record and handling network support for a range of blue-chip clients in the private and public sector. This includes working with local authorities. We were able to present our experience and expertise as part of a detailed and comprehensive response to a robust tendering process. Our extensive submission to the tender detailed our in-house expertise and knowledge of network support established over many years. We provided a detailed methodology of our approach in working with our range existing clients. We explained carefully our systems and processes for handling all network support queries through our fully managed helpdesk. For example our approach means that the client is continually updated on every case from the opening of the ticket through to the resolution of the query.

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