

2005

NETWORKERS INNOVATION AWARDS

presented by Cisco Systems and IDG Global Solutions

Winners Review 2005

Best Corporate IP Network





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Winner: Isle of Man Government

Project: Jupiter Project - Connect Mann

The Project...

The project brings about a fundamental change in the way the Isle of Man Government uses IT – modernising the business of Government itself. Through 'Connect Mann' Manx citizens and businesses receive higher quality, simpler, customer-centric and cost effective Government services.

Access to government services is now faster and more efficient. Prior to the implementation of Connect Mann the Isle of Man Government had a patchwork of different networks, hardware and software environments. Government departments operated in silos and did not communicate effectively – interaction with government often involved communication with several different departments to access information and government services.

The Jupiter project through the Connect Mann infrastructure provides the community with multiple channels to contact Government but offers a single point of contact for service delivery.

The Cisco Solution provides a converged IPC Network of 7,500 Cisco IP Phones, a contact centre and IP Video – including a VT advantage point – deployed alongside productivity applications such as Unified Messaging.

Security – a key element – was inextricably linked to all levels of the project. This required the implementation of an underlying MPLS WAN, dual data centres connected to the WAN at 10Gbps bandwidth, while 176 Government sites connect at a range of bandwidths from 2Mbps to 1Gbps.

The MPLS design has ensured that services can be added in a secure and appropriate manner. As government services are transformed and developed they are overlaid as 'applications' on the network.

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Innovative use of technology....

Free wireless access to the Internet from hotspots at the airport, sea terminal and conference centre ensure that business travellers maximise their network time both pre and post travel – while Manx citizens enjoy access to hotspots in cultural centres such as the Manx Museum.

The deployment of an IPVC solution allows video calls to join internal video traffic supporting projects such as vulnerable witness interaction with the courts, lawyers interacting with their clients in prison via video and virtual consultation between specialists and their hospital patients in the UK.

The Isle of Man Government will also look to use the network for other innovative applications including the provision of large viewing screens across the island broadcasting the world famous Isle of Man TT race.

Improved communications and integrated operations has reduced the number of repeat government functions, resulting in the Government consolidating common operations and creating single applications.

The network enables the emergency services control room to access fire, ambulance and police databases. In the event of an incident all three services can now be co-ordinated much faster.

Business visitors to the island can gain access to their corporate information using the free wireless hotspots leading to a considerable reduction on 'dead' time while waiting to travel home. Integrating different functions and enabling a single touch point to those services is also helping the business community on the island. Services such as registration and information about taxation and employment can be accessed quickly and with ease.

Successful implementation....

The Implementation of Project Jupiter has been instrumental in making the Isle of Man a much more attractive proposition, especially to the business community.

The Island has always enjoyed a fiscal and legal advantage as an offshore business centre and companies can now experience a highly advanced, secure and reliable communications infrastructure. The Isle of Man is now clearly defined as an 'e-island' with at least one major business deciding to stay on the Island as a result of the developments and improvements the project has brought about.

One of the key benefits of the project has been the integration and unification of government services. An unemployed person, for example, now has a single point of access to a host of government services via their home or from a job centre kiosk. This may include information on retraining grants, tax or social security and may result in an increase in the chance of finding a job.

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The network is self-funding and within 5 years will have paid for itself. In its first year of operation it is already saving 50% of former communications costs. A large annual saving is also expected on system maintenance and further projected savings include an estimated 22% saving on call costs.

Services such as registration and information on taxation and employment can now be accessed quickly and easily. The quality of the network infrastructure and e-government services is proving to be an example of how business should utilise technology.

The Isle of Man prides itself on its use of technology in improving the provision of services for its citizens and for creating a hi-tech environment for attracting businesses to the island.

Operations Excellence, scalability, replicability

The network has been built as an underlying end-to-end architecture and has been scoped to its potential maximum size. One area of scalability is the deployment of IP telephony in school classrooms. Currently with 4,500 phones, the network has a target of 7,500 IP phones in total.

For the Isle of Man Government there is now a feeling that solutions are being delivered which offer tangible business benefits and deliver services in a timely manner. The solution has already been replicated at customer level and can become a blueprint for County Council and District Council interaction in the UK or regional government in Europe.

The Judges Comment....

“This network infrastructure has allowed the winner to integrate and unify the delivery of services and is the first end-to-end deployment of Cisco technology across a complete public sector entity. Offering a blueprint for emerging market opportunities in Europe we were particularly impressed with the innovative and appropriate use of voice, data and video linked to offering innovative public services.”

