

## Case Study

# Police Force

Police Force optimizes Microsoft Enterprise Agreement & secures huge cost avoidance

### Exec Summary

#### Livingstone was engaged by the Police force to help optimize its up-coming Microsoft Enterprise Agreement (EA).

Livingstone's independent, impartial advice was crucial to the force's decision to bring its experts on board, who were subsequently contracted through the Crown Commercial Services G-Cloud 12 framework.



### The project

#### Time constraints and complex requirements

The project needed to be completed within a very short time frame to meet a key deadline, and within a significantly shorter period than Livingstone would usually operate. In addition, the Procurement Department running the contract renewal was servicing a collaborated renewal process across 7 police forces, which presented its own complexities.

A further task for Livingstone's team was to determine the different user personas – information that would be crucial to delivering a truly optimized EA agreement. Due to the complex structure of the organisation, from frontline officers and detectives to back-office teams and on-site nurses, each user had unique requirements and therefore different user personas to take into account.



### The Process

#### Analyzing the entire estate

Livingstone began its optimisation process by conducting a thorough analysis of the Microsoft IT estate to investigate if it was lean in its licensing approach. Livingstone determined that it had a relatively straightforward process and that more could be done in terms of optimisation.

The team then examined how the technology was being used across the entire organisation by undertaking a technology requirement assessment, analysing the requirements of the different types of users across all lines of work. Following this evaluation, Livingstone calculated what essential products the force required to function effectively.

The next step was assessing the specific list of requirements, distinguishing between what the Procurement team had laid out in its aspirational Bill of Materials against what the organisation needed in actuality. Livingstone discovered a significant disparity between the two and determined that one police force could operate effectively on fewer services and products than were initially predicted.

To enable easy internal articulation and streamlined decision-making, Livingstone presented all its findings and content in the client's slideware

"With Livingstone, you're getting 30 years' experience in dealing with horrendous licensing problems that only come around every five years for organizations like ours," our client observes. "Livingstone is managing them every six months."



*“Livingstone added a great deal of value throughout this engagement, particularly by helping us define the different user personas across the organisation. The intelligence and intellectual property that Livingstone has provided us with is invaluable and is something we’ll be able to use moving forward”*



## The Process

### The server estate, user requirements and security

Livingstone’s optimisation process consisted of refining three elements of the Microsoft estate: the server estate, users and licensing, and negotiations.

Firstly, Livingstone set about condensing the server estate to make it lean by identifying and understanding what was on the estate and determining what needed to be removed. For the back-office systems, Livingstone advised against incorporating integrated telephony at this stage of the Microsoft Office 365 journey, while still ensuring the systems would operate efficiently.

Then, using the information collected on user requirements, the team identified how users and licences could be optimized through the technology being consumed more efficiently.

During the engagement, it was also crucial for Livingstone to understand the security and compliance capabilities, ensuring that it was aligned to the National Enabling Programme’s requirements and police security compliance standards. However, although protecting compliance was a focus, it wasn’t a particular vulnerability as the police force was already secure in this regard.



## The Outcome

### Significant cost avoidance and a continued relationship

Through its optimisation processes, Livingstone secured the Police force a multi-million-pound cost avoidance, the equivalent of 20.5% over the three-year contract period. The Police Force was able to successfully reduce the number of services, products and licences it required through more efficient technology consumption, securing a better deal and a leaner estate for the future.

*“Livingstone’s team left nothing to chance, assessing all areas in granular detail, challenging us at every stage to ensure a thorough job. Their experts also provided our teams with comprehensive workshops, to educate us on their processes, giving us vital knowledge and understanding that we can continue to use in the future.”*

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