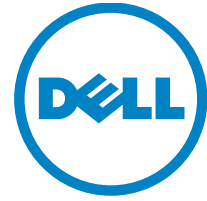# Melton Shire Council migrates to Windows 7 Professional and by partnering with Dell Consulting Services, increases efficiency and reduces IT support requests by 24 percent

- **Migration**
- **Standardization**
- **Services**

"Dell consultants demonstrated an extensive understanding of our situation and requirements. With Dell, we were confident we were making the right long-term investment decisions."

*Mark Domma, IT manager,
Melton Shire Council*

Customer profile

Company:	Melton Shire Council
Industry:	Government
Country:	Australia
Employees:	500
Website:	www.melton.vic.gov.au

Business need
The Melton Shire Council wanted to improve efficiency and reduce long-term costs by upgrading their legacy IT infrastructure.

Solution
Dell Consulting Services delivered a readiness assessment and training, along with migrating the council's desktop environment from Microsoft Windows® 2000 and Microsoft® Office 2000 to Windows® 7 Professional and the 2007 Microsoft® Office system.

Benefits
- **Council reduces IT support requests by 24 percent**
- **Readiness assessment assures the council is prepared for new solution**
- **Application rationalization leads to increased control over IT investment**
- **Council lays foundation for future growth with scalable solution**
- **Staff confidence and solution utilization increases with training from Dell Consulting Services**

The Shire of Melton is a fast-growing municipality of 108,000 residents, located close to the central business district of Melbourne, Australia. With a young and diverse population, Melton Shire Council manages a range of local services and programs aimed at delivering an affordable and diverse urban-rural lifestyle.

> "Working with Dell Consulting has prompted us to adopt new best practices in regards to our IT infrastructure. We are excited about the future of the council."
>
> *Mark Domma, IT manager, Melton Shire Council*

Voted the most sustainable city by the State of Victoria, Melton Shire Council is focused on good governance, delivering excellent service by encouraging continual improvement, innovation, and learning. Efficiency is at the core of the council's service delivery.

By automating processes, reducing errors, and removing duplication, Melton Shire Council drives improvement where it matters most – with its residents.With an aging IT infrastructure operating on Microsoft® Windows® 2000, there was an urgent need to upgrade systems to ensure council staff could respond quickly and effectively at all times.

Council readies itself for change with Dell Consulting Services

The council turned to Dell Consulting Services for help in determining the next steps. Working closely with council staff, Dell's engineers completed a readiness assessment to gauge how and when the council could upgrade their environment.

The assessment examined the hardware specifications, application and infrastructure readiness, and helped map out a strategy to ensure application compatibility with the new Windows environment.

Mark Domma, IT manager, Melton Shire Council, asserts, "The readiness assessment report from Dell consultants demonstrated an extensive understanding of our situation and requirements. With Dell, we were confident we were making the right long-term investment decisions."

Standardization of applications leads to forecast of costs reduction

After reviewing the proof of concept from Dell Consulting Services on Windows 7 Professional, Melton Shire Council concluded that Windows 7 Professional was the most suitable operating system for the organization. Dell Consulting Services then developed a build of the operating environment for 500 computers and managed user acceptance testing of the new platform.

Technology at work

Services*

Dell Consulting Services

Software

Windows® 7 Professional

Windows Server ® 2008 R2

2007 Microsoft® Office system

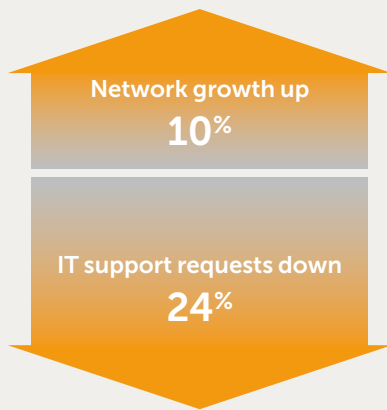Microsoft® Office Project Professional 2007

Microsoft® Office Visio® Professional 2007

Altiris™ Client Management Suite from Symantec

Adobe® Acrobat® Professional

Adobe® Creative Suite®

SAP Crystal Reports

Next, Dell performed an application rationalization exercise, which is a process to reduce the number of applications, versions, and variations across the organization. Comments Domma, "Our goal was to standardize applications on the latest operating system so that we could rationalize the hardware, application software, and peripherals, as well as streamline processes and reduce costs."

Domma continues, "The application rationalization process has enabled us to understand how applications are being used, eliminate unnecessary applications, and reduce our support costs which impacts the total cost of ownership."

Previously, Melton Shire Council used 23 different variations of five software applications from Microsoft, Adobe, and SAP. However, based on application rationalization, Melton Shire was able to standardize on the latest version of each of the applications, while also removing rarely used legacy applications from the network.

Standardization of applications meant Dell Consulting Services would deploy the 2007 Microsoft® Office system, automate distribution of pre-packaged applications, set up a software library, reduce the number of applications deployed, and establish a comprehensive client management system. These improvements would translate into faster customer responses at the community level, improving overall council efficiency and reducing costs.

Council staff increases solution knowledge with training from Dell Consulting Services

Throughout the entire deployment process, Dell Consulting Services worked diligently to transfer knowledge, ensuring the council IT team had ownership of the new solution.

"We were impressed by Dell's commitment to our team's understanding of our environmental changes," notes Domma. "Dell went beyond traditional formalities, ensuring our IT team had a deeper understanding of the new environment at a grassroots level."

Dell Consulting Services also performed an organizational needs analysis to determine the staffs' knowledge of Microsoft solutions and as a result, Dell developed a targeted training plan focused on the council's desktop solutions.

Dell consultants conducted training for all council staff and Domma remarks, "Since Dell completed the employee training, there's been significant improvement in our utility of the new systems."

Council reduces IT support requests by 24 percent and gains greater control over IT management

One of the key objectives of the project was for Melton Shire Council to gain greater control of software application costs. With over 40 core business applications to support across several different departments and locations across the organization, the council recognized they had duplication and redundancy.

Dell Consulting Services worked with IT staff at Melton Shire Council to help identify and remove any duplication within their environment. They also helped the council standardize their applications by developing semi-automated software distribution using Altiris™ Client Management Suite from Symantec. This process helped Melton Shire Council regain control over license management, application storage and use.

"The core benefit of the upgrade is efficiency," asserts Domma. "Combined with scalability, we can now handle rapid growth in the municipality without concern for increasing system management costs." Since deploying the new solution, Melton Shire Council has in seen a 24 percent reduction in IT support requests.

Domma comments, "The fact that we have reduced the number of IT support requests despite a 10 percent growth in the network is fantastic. This reduction translates to a savings of approximately U.S.$36,000 per year."

Domma concludes, "Working with Dell Consulting has prompted us to adopt new best practices in regards to our IT infrastructure. We are excited about the future of the council."

Council lays foundation for the future with upgrade to Windows Server 2008 R2

With the upgrade of both the operating system and core applications, the council also made the decision to upgrade its existing server solution to help maximize the benefits of its core business systems. Based on guidance from Dell Consulting Services, the council deployed Windows Server® 2008 R2 across the organization.

By implementing Windows Server 2008 R2, the council will benefit from its interoperability with Windows 7 Professional. In the future, by taking advantage of features such as BranchCache and DirectAccess, the upgrade will enable the council to enhance the IT services provided to remote and mobile workers.

As the council expands its services, having easy-to-use remote access will enable workers to be more productive in their roles.

For more information go to: dell.com/casestudies and dell.com.au

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Mark Domma, IT manager, Melton Shire Council

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