Dell solutions for central government, policing and defence.
Dell government solutions
- meet the other Dell

As a professional working in the public sector you will be more than aware of the role played by technology in the successful delivery of efficient processes, cost-saving opportunities and the transformation of services and working practices.

What you may not know is that Dell has partnered with government, defence and intelligence departments as well as police forces across the UK for over 15 years, delivering solutions and services that empower staff and citizens, connect communities and improve service delivery. Our solutions have tackled just about every IT operational issue faced in government, from enabling a mobile workforce to digital forensics and providing containerised data centres ready for deployment in theatres of military operation.

With dedicated government, defence, intelligence and police account teams and specialists across the country, we understand both the challenges facing leadership teams within government departments and the technology needed to overcome them.

In recent years, Dell has undertaken an extensive strategic acquisition programme designed to help customers to:
- Reduce CapEx through the commoditisation and standardisation of everything in their infrastructures whilst retaining flexibility to tailor to individual requirements
- Reduce OpEx by driving automation and manageability across not only Dell solutions but those of other vendors too.

This more agile, scalable architecture provides Dell customers with greater transformative agility and efficiency in tackling their strategic and operational imperatives.

This guide is designed to give an overview of Dell government solutions and provide some insights into the benefits they deliver to individual stakeholders within government departments, enabling technology to deliver better service outcomes, easier ICT management and cost efficiencies to drive innovation. We know, of course, that each organisation faces its own unique challenges, and that one size cannot fit all. We hope, however, that this guide will serve to start a conversation that you will find both revealing and insightful.

Richard Rawcliffe
General Manager - Dell UK Public Sector
The Dell difference
Delivering scalable, flexible, open infrastructures enabling Government departments to transform their services and drive down costs.

Police solutions
Empowering police forces with solutions that help to monitor threats, gather evidence and enable effective collaboration within and across forces.

Government solutions
Enabling government departments to modernise by harnessing the forces of cloud, big data, mobility and security.

Defence and intelligence solutions
Simplifying the acquisition of secure, agile solutions tailored for the demands of defending national interests.

Consulting services
Enabling new, more efficient operational working practices across all staff groups, to save money, drive efficiency and improve service to citizens.
“We are helping central government, police and defence customers to transform their organisations through our strategic end-to-end capability.”

Tariq Hussain
Sales Director, UK Government
Dell
The Dell difference

The need for a new approach
The ICT infrastructure demands of today are a far cry from what they were just a few years ago. The IT function is no longer in the business of managing hardware or software - it is now pivotal to delivering the services that enable organisations to evolve, addressing emerging threats, challenges and opportunities. Today the expectation is that IT will be the agent of change for the organisation, through the delivery of higher levels of efficiency, responsiveness and cost management.

In order to meet this expectation, Dell has undertaken a strategic acquisition programme to deliver an unmatched, end-to-end portfolio of hardware, software and services designed to accelerate results for our customers. Our strategy is differentiated by our focus on practical innovation, efficient and affordable solutions and our superior customer relationship model.

To make it easier for our customers to take advantage of this end-to-end capability, we have simplified our solutions to align with four key customer imperatives:

Transform
Dell helps organisations to move from old, under-performing or outdated platforms to new ones. Dell transformation services, underpinned by strategic acquisitions like Make and Clerity, help to ensure that the transformation process is simpler, faster, and less disruptive.

Connect
Dell empowers a more mobile workforce with anytime, anywhere, any device access and enables IT to manage the process efficiently. We deliver a broad range of the most manageable devices, centrally controlled by tools like KACE and Quest Software.

Inform
Dell helps customers to turn data into information and create value from the knowledge gained. Data integration challenges are overcome by tools like Boomi which can combine on-premises and off-premises cloud architectures and automatically optimise application and data access anywhere, anytime.

Protect
Dell enables customers to overcome evolving security threats and ensure compliance by leveraging our security portfolio, including:
- SecureWorks security and risk consulting, threat intelligence and security research
- SonicWALL unified threat management
- Building security in at the core; from servers through networking to end-user devices

Removing avoidable costs
Against a landscape in which costly legacy systems remain and where expensive proprietary solutions and overtly services-dependent systems are still being sold, the Dell approach delivers significant cost savings. CapEx is driven down through commoditisation and standardisation across the infrastructure while at the same time, OpEx is lowered by our drive to ever-greater levels of automation and manageability across not only Dell solutions, but those of other vendors too.

Dell is actively working with government departments across the UK to transform their organisations, driving up efficiency, increasing agility and helping to reduce costs. In this guide you will find examples of how you can leverage Dell end-to-end capability to address your key strategic challenges.
“In one case, the RMP had to ingest and process eight million files. On a standalone system this traditionally would take eight to nine days, whereas on the Forensic solution it was processed in a day and a half.”

Major Miller
Service Police Crime Bureau
Empowering police forces with solutions that help monitor threats, gather evidence and enable effective collaboration within and across forces.

With a dedicated team of specialists working closely with police forces across the UK over many years, Dell and our specialist technology partners have focussed on developing market-driven, highly relevant solutions for our police customers.

Example solutions include:
- **Social media monitoring** – Dell SecureWorks Information Security Services provides real time security monitoring, analysis and response to threats including vulnerability assessments and identification of weak spots.
- **Digital forensics** – The Dell Digital Forensics solution enables parallel processing, which dramatically speeds-up investigations by allowing teams of analysts to work together on individual cases, reducing evidence indexing times from weeks to days or even hours. Once analysed, data can be archived and retrieved at any stage without compromise to the digital chain of evidence.

**Featured solution: Digital Forensics**

**The challenge**
Police forces of all types, civil and military, face extraordinary demands on both time and expertise in dealing with the ever-growing levels of e-crime. In fact, most offences, from paedophilia through suicides, road death investigations, terrorism, homicide, kidnapping, fraud and drug offences now have an increasingly important digital factor.

Police high-tech crime units (HTCUs) are faced with an exponential growth in the volumes of digital data which has to be investigated. When financial constraints and the time it takes to train analysts (three years) is taken into account, forces face continual pressure to keep up with the demand.

Typically, forensic analysts work on individual workstations, processing, imaging, indexing and cataloguing the findings from the many types of device, including desktop computers, notebooks, tablets, USB sticks and mobile phones. The traditional method of working means that analysts are dependent on the processing power and speed of their individual machines, it is close to impossible for officers to work together on cases and digital evidence cannot be shared locally, let alone regionally or nationally. At the same time, computer replacements and upgrades are required continually just to provide enough compute power to handle the growing volume of data.

**The Dell solution**
The Dell Digital Forensics solution takes advantage of greater processing power, parallel processing and integrated forensic packages that handle everything from targeted data collection, or ‘triage’ at borders or the scene of crime, to managing the analysis of digital evidence and the digital chain of evidence in the lab.
How the solution works

The diagram below provides an overview of the kind of components that combine to enable efficient and effective digital forensics.

**Triage**
Digital forensic triage allows frontline officers to make informed decisions on which devices should be analysed, making the best possible use of available resources. The software used in the Dell forensic triage system, such as Evidence Talks’ SPEKTOR triage tool, is controlled by individual HTCUUs and enables the early selection of devices for further analysis. Using specialist mobile applications such as Aceso Mobile, devices including laptops, removable storage and mobile phones can be examined on-site or at border controls.

**Data centre and cloud**
The Dell solution ensures that all the work is done in a dedicated data centre or the force’s own cloud facility. Files can be accessed by teams of analysts and worked on simultaneously and remotely from multiple locations. Computing resources can be shared and any malware or viruses are contained in a virtual environment, maintaining the integrity of the evidence chain.

**Parallel processing**
The key benefit of parallel processing is the speed at which tasks can be achieved. In high-pressure investigations such as those concerned with terrorism, any delay creates risks and parallel processing allows any number of officers or specialists to be involved at any one time. There are HR benefits too. In high-profile investigations the case load can be distributed across a team, sharing responsibility and safeguarding individuals.

**AccessData Lab**
By harnessing the multi-threaded capabilities of AccessData Lab (ADLab) running on Dell Blades, analysts can dramatically reduce the time needed to analyse even multi-terabyte investigations by running them in the data centre or the force’s own cloud. The Dell approach enables each analyst to work on multiple jobs from one workstation, rather than one workstation being dedicated to a single task for hours, days or even weeks.

**RAM capture**
RAM is fundamental to evidence and, as part of the Dell mobile forensics solution, front line officers can plug a SPEKTOR collector into a running computer and perform a full memory dump as part of the triage process. The capability helps to deal with any encryption issues that can be made more difficult when power is removed from a device.

**Scene of crime/border control**

**Digital forensics lab**

**Shared access to digitised evidence**
On-site or remote viewing teams securely access case data.
Taking a closer look

In order to provide you with as much information as possible about Dell police solutions, we have put together a range of resources and assets designed to give you the opportunity to take a closer look.

Dell e-crime industry spotlight
The Dell e-crime industry spotlight article provides an informative overview of the e-crime environment, customer case studies and the digital forensics solution developed and tested by Dell.

Request a copy from your Dell Account Manager.

Dell Forensic Workstation datasheet
Download the Dell Forensic Workstation datasheet, containing all the details of the Dell Precision T7610, featuring the Ingest and Analytical system specially developed by the Dell Industry Solution Labs.
http://tinyurl.com/Dell-eCrime-Police

Free discovery workshop
Spend a half-day with a Dell Government Solutions Architect and participate in an interactive session discussing your mobile working needs. Dell experts will share critical success factors, shared learning from other government deployments and indicative timelines and expectations.

Please ask your Dell Account Manager for details.
Contact the Dell police team

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Our focus on enabling an agile workforce has delivered improvements across three key metrics: productivity, the quality of service to citizens and staff morale.

Andy Spurway
Head of Service Delivery
Wiltshire Council
Government solutions

Enabling government departments to modernise by harnessing the forces of cloud, big data, mobility and security.

With more than 15 years’ close collaboration with the UK Government, Dell has a track record of delivering fit-for-purpose solutions, including the proven ability to partner and integrate best-of-breed solutions whilst promoting the use of SMEs.

Example solutions include:

- **Cybersecurity** – Dell SecureWorks Information Security Services provide real-time security monitoring, analysis and response to threats including vulnerability assessments and identification of weak spots.
- **Mobile workforce** – The Dell Flexible WorkStyle solution enables government departments to transform the workplace from bricks and mortar offices into more mobile, agile and collaborative workplaces that are location-independent.
- **Shared services** – this solution removes the unnecessary cost and inefficiency of running duplicated services by delivering fast, secure access to shared services.

**Featured solution: Mobilising the workforce**

The Dell Flexible WorkStyle solution enables government departments to empower and mobilise their staff, making them more flexible, efficient and collaborative. Government can take advantage of the Dell investment in architectural templates and consulting services which enable organisations to take a flexible, modular approach to securing enterprise-wide results.

Leveraging key technologies, including unified communications, collaboration, mobility, identity and access management, cloud and virtual desktop, the solution creates a connected workplace that reflects the needs of all employees.
How the solution works

The diagram below provides an overview of the kind of components that combine to enable an agile workforce.

**Dell Wyse**

Dell Wyse thin clients offer a low cost, PSN-compliant alternative for desk-bound workers, enabling organisations to substantially reduce the costs associated with equipment deployment and maintenance.

**Property rationalisation**

The Dell Flexible WorkStyle solution enables government departments to rationalise property by transforming traditional bricks and mortar workplaces into more mobile, agile and collaborative workplaces which are location-independent.

**User and device management**

With Dell Cloud Client manager organisations can provide a fully managed service including:
- Manage and secure devices
- Configure and deploy apps
- Proactive reporting and support
Or adopting BYOD, ensuring:
- Compliance
- Deliver/Revoke services
- Separate corporate from personal

**Identity and access management**

Quest One identity and access management solutions offer a simpler way to provide employees with the right access to business-critical information, handling identity management and access governance.

**Security**

Dell solutions for endpoint security streamline management while blocking annoying spam and malware, finding potential endpoint vulnerabilities and encrypting the enterprise data residing on endpoints.

**VDI**

Pre-integrated VDI systems from Dell help simplify deployment, delivering:
- 5-fold faster time-to-value with pre-cabled, validated virtualisation system
- 33% less administration time with integrated management consoles
- 75% reduction in physical server footprint
- 50% less power and cooling required

**On-premises cloud with application convergence**

This approach enables ubiquitous, convenient on-demand access to the appropriate applications and data, which can be rapidly provisioned with minimal management effort to any approved device in any location. Mobile application delivery is simplified by combining:
- Mobile Device Management (MDM)
- VPN access
- Virtual Desktop Infrastructure (VDI)
- Firewall

**Unified communications**

Including Microsoft® Lync for IM, Voice, Video and PBX integration and replacement.

**Mobile working**

Using Dell SonicWALL Wireless Networking Solutions, mobile workers can connect securely to the network via WiFi and 3G with an enterprise-class firewall/VPN gateway.

**Remote working**

With Dell secure remote access solutions, employees and partners can get SSL VPN access with two-factor authentication to mission-critical resources from virtually any endpoint — including desktops, laptops, smartphones and tablets.
Taking a closer look

In order to provide you with as much information as possible about Dell Flexible WorkStyle we have put together a range of resources and assets designed to give you the opportunity to take a closer look.

Flexible WorkStyle brochure
Download a copy of the Flexible WorkStyle brochure, which outlines the award-winning approach that Dell has developed and tested.
http://tinyurl.com/Dell-Flexible-Workstyle

Flexible WorkStyle case studies
Find out how customers have benefited from the Dell Flexible WorkStyle solution at:
http://tinyurl.com/Dell-Customer-Stories-UK

Free discovery workshop
Spend a half-day with a Dell Government Solutions Architect and participate in an interactive session discussing your mobile working needs. Dell experts will share critical success factors, shared learning from other government deployments and indicative timelines and expectations.

Please ask your Dell Account Manager for details.
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“Cyber warfare would be key to the Armed Forces and would require Armed Forces to ‘think and act differently’.”

Gen Sir Peter Wall
Chief of the General Staff
28 June 2013 at RUSI
Defence and intelligence solutions

Simplifying the acquisition of secure, agile solutions tailored for the demands of defending national interests

Defence and intelligence departments have unique characteristics that require flexible, agile solutions while still delivering the best value for money for the public purse. The Dell strategy of adapting standard products rather than building from scratch has a proven track record of delivering on-time and on-budget while still meeting all operational requirements. In addition, where global requirements justify, Dell has a range of dedicated devices, such as fully- and semi-rugged laptops and rugged 1U servers.

Working through system integrators and/or through government procurement frameworks, Dell has dedicated account and technical teams, with embedded experience in MOD and intelligence operations, ready to adapt pre-tested architectures for specific requirements. Added to that, OEM capabilities that are unique to Dell enable us to customise standard products to satisfy the most demanding of environments, giving you the complete package.

Through active acquisition over the past four years, Dell now has a portfolio of ICT products that can provide all the infrastructure required to support defence and intelligence needs. From deployable server/storage, secure networking, next generation firewalls, to a range of secure end-user devices and user account management tools, Dell can provide all of the CIS infrastructure needed. And working closely with partners such as PGI/Olton, Becrypt, ViaSat and Amulet Hotkey, we have developed a range of complementary capabilities that combine to form tailored solutions to match the rigorous requirements both at home and deployed. Of course, these solutions also come with worldwide support, ruggedised casings and extended operational environmental envelopes – you wouldn’t expect anything less would you?

We all know that cybersecurity is now one of the major battle grounds for the UK and security is at the heart of Dell solutions, providing the essential protection necessary to combat such threats. Dell has developed security characteristics for all its products and now also provides a range of services, via SecureWorks, to monitor and protect networks 24/7.

We are also working closely with government to increase the awareness of such cybersecurity threats so that an understanding of the pitfalls and protection mechanisms is embedded in the UK psyche; thereby supporting CGS’ view that we need to "think and act differently".
How the solution works
The diagram below provides an overview of the kind of Dell capabilities that combine to support field operations.

- **Deployable data centre**: Modular, secure, server/storage/networking providing local and theatre ICT.
- **Force 10**: Secure networking components providing capability in all environments.
- **Deployed operating base**: A range of end-user-devices for C2 and C4I visualisation.
- **Forward operating base**: Secure VPN.
- **Operations centre**: A range of end-user-devices for C2 and C4I visualisation.
- **Next-Gen firewalls**: Dell SonicWALL, providing defence and network monitoring to combat cybersecurity threats.
- **Secure VPN**: Personnel on patrol.
- **Ruggedised field laptops**: Dedicated range of secure, fully rugged or semi-rugged laptops and tablets.
- **Secure tablets**: A range of devices with UK security standards from IL3 to IL5 and beyond.
- **Big data**: Flexible, containerised storage providing scalable capacity for in-theatre, with data mining/intelligence applications from partners such as PGI/Olton.
- **Operations centre**: A range of end-user-devices for C2 and C4I visualisation.
- **AHK**: Zero client, PCoIP terminals for ultimate security and low power usage.
- **UPS**: Robust, uninterruptible power for continuous operations.
- **VRTX**: The leading edge technology in scalable, combined server/storage capability in a single box.
Taking a closer look

In order to provide you with as much information as possible about Dell defence and intelligence solutions, we have put together a range of resources and assets designed to give you the opportunity to take a closer look.

Ruggedised field laptops
See the video of the dedicated Dell Latitude range of secure, fully rugged or semi-rugged laptops and tablets in action.
http://tinyurl.com/Dell-Ruggedised-Laptop

VRTX
Watch the video to learn more about the leading edge technology in scalable, combined server/storage capability in a single box.
http://tinyurl.com/Dell-VRTX-Video

Free discovery workshop
Spend a half-day with a Dell Government Solutions Architect and participate in an interactive session discussing your mobile working needs. Dell experts will share critical success factors, shared learning from other government deployments and indicative timelines and expectations.

Please ask your Dell Account Manager for details.
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“Dell consultants worked with us to understand our business objectives and design an environment that looks to the future and achieves our growth outcomes.”

Rick Necchi
ICT Director
Norse
Consulting services

Government and defence organisations around the world partner with Dell to transform the way they work, increase efficiency and reduce cost while continuing to provide high quality services to their nations.

All Dell consultants are experienced experts with recognised industry-leading certifications, including 18 Gold Level Microsoft® competencies, 5,000+ VMware certifications and, as an OpenStack pioneering member, over 1,100 expert developers worldwide. Dell is ranked No1 Worldwide Microsoft Enterprise Partner Group (EPG) partner for Microsoft Lync and Microsoft Exchange, Microsoft Windows™ 7 Deployments and Microsoft private cloud infrastructure.

Dell provides governmental organisations with a single point of contact for the entire solution, covering consulting and systems integration across business process, applications, infrastructure architecture, operations, management and world-class security.

Transformation – doing more with less
In a climate where budgets get ever tighter, governments increasingly have to transform the way they work, moving from traditional operating models to streamlined processes.

At Dell we understand that streamlining processes goes beyond technology change. We have a track record of helping to bring together stakeholders on to the common ground that transformation requires, spanning people, resources, business processes, work styles, communications and improved efficiency.

Based on experience and customer feedback, Dell provides repeatable architectures and service frameworks that reduce risk, cost and time. We deliver project ownership from end-to-end, and our engagements are always tightly bound by service delivery agreements which deliver a specific agreed outcome.

From initial assessment through to implementation, we help customers to navigate and make the transformation journey successful.

Dell ‘As-Is To-Be’ Transformation Blueprint
The unique Dell ‘As-Is To-Be’ framework starts with understanding customer issues today and their ‘To-Be’ desired end-state, covering business, technology and return on investment benefits. Once current and future states are understood, the transformation strategy is developed, based on Dell experience and leveraging repeatable architectures.

Focussed, efficient, easy to consume, independent and with no tie-in to Dell technology, the ‘As-Is To-Be’ Transformation Blueprint delivers high levels of business value by providing clear recommendations that help organisations achieve the transformation needed to realise their objectives.
The Dell WADIM methodology

The WADIM methodology is modular and flexible, designed to enable customers to select the right consulting engagement type for them from fixed price, fixed scope services that deliver time-to-value, through to custom, bespoke engagements. The flexibility in this approach allows the best match to be provided for customers based on their current position, objectives and budget.

Dell’s extensive experience with strategy, transformation, infrastructure, security, applications development and management allow the creation of solutions which bring value to customers, while efficient planning and delivery ensure the solution can flex and grow over time.

Workshop
The workshop is designed to enable your Dell Government and Defence Solutions Architect to define objectives and to explore ‘the art of the possible’. In the half-day interactive session, Dell experts will share critical success factors, learnings from other government deployments and indicative timelines and expectations.

Assessment
The assessment process establishes your current position, your IT and staff resources and overall objectives. The process is customised to match individual customer requirements and is chargeable and subject to a discrete service delivery agreement.

Design
The design phase is a paid engagement subject to a service delivery agreement. The solution design process is time and project-based and is designed so that ownership of the IP is passed to the customer at the end of the process.

Implementation
The implementation process is designed to deliver the optimum result and avoid disruption. Implementation is technology-independent, time-based and bound by service delivery agreement.

Management
The management phase delivers comprehensive management toolsets, operational impact assessments and solution healthchecks.