

# SCC FOR LOCAL GOVERNMENT



## TRANSFORMING WORKPLACES

### Virtual Desktop Infrastructure (VDI)

**Local authorities are tasked with identifying new ways of cutting costs and handling radical reform, while continuing to provide beneficial services that deliver value to the citizens they serve. People are living longer and the population is rapidly increasing, creating strains on health and social care systems and causing housing shortages. Now is the time for local authorities to transform the way they operate to maximise efficiency and budgetary gains.**

**Legacy infrastructure and applications hinder local government from harnessing the opportunities artificial intelligence and process automation present. A lack of skills and resources internally, particularly in remote areas, is also taking its toll. This challenges them to drive transformation, pulling resource away from delivering core services to the authority and their community.**

#### OFFERING STAFF AND CITIZENS FLEXIBILITY AND AGILITY

There is a demand for a more modern, citizen-centric environment that offers flexible access to applications, while protecting the underlying infrastructures – this is where SCC's Desktop as a Service (DaaS) comes in.

Hosted on SCC's secure and resilient cloud platform, DaaS allows government authorities to rapidly provision users and offers flexible device options, allowing users to work from any location on their preferred device. DaaS can fully support Bring Your Own Device (BYOD) initiatives to allow staff to bring and use their own technology to securely access their applications.

DaaS replaces the traditional capital expenditure requirements of IT deployments with a simple per user, per month payment model delivering proven cost savings.

Delivered as a fully managed solution with 24/7 support, local government agencies will never have to worry about the security, integrity, or delivery of their desktop services again. With guaranteed service levels and predictable monthly costs, authorities can experience significantly lower Total Cost of Ownership for their collaboration needs.

### Why Partner with SCC?

Our secure DaaS is delivered as a managed service with SCC maintaining and managing the desktop profiles and operating system, to ensure it is always up to date with vendor releases and refresh schedules. Our local government customers benefit from 24/7 support, guaranteed service levels, and predictable monthly costs.

SCC has invested more than £60m in Data Centre and Cloud services, the principal piece of our end-to-end managed services proposition.

## KEY FEATURES

**SCC provides a fully managed service for the operation and delivery of the infrastructure, this includes:**

- Multi-device access  
*(desktop clients, thin clients, tablets, mobile devices etc.)*
- Monitoring of availability and performance
- Monthly capacity and availability reporting
- 24/7/365 service desk and technical support
- 99.9% availability
- Microsoft Windows Server Operating System  
*(Desktop Operating Systems available as additional option)*
- Choice of Shared Desktop or Dedicated Virtual Desktop Infrastructure
- Scheduled maintenance – monthly patching of operating system images
- Compatible with client devices, with client software available for Windows, Mac OS, Apple iOS, and Android.

## KEY BENEFITS

**SCC's hosted DaaS offers a wealth of benefits to our local government customers including:**

- Modern, supported IT infrastructure, enabling new ways of working
- Cost savings by moving to a revenue model charged by consumption
- Simplifying and enabling BYOD initiatives
- Supports compliance and security aims
- Resources available to focus on delivering citizen-centric IT applications
- Hosted on SCC's multi-tenant, secure, and resilient cloud platform
- Fully managed service, maintained in line with vendor releases and refresh schedules
- 24/7/365 support, guaranteed service levels, and predictable monthly costs
- The ability to scale up and down as requirements change.