Horsham District Council

Sector:

🏛 Local Government

Products:

📶 MR – Meraki Wireless

🖥 MS – Meraki Switching

🛡 Meraki Firewall

☂ Cisco Umbrella

Services:

Wireless design, configuration, installation, support.

Highlights:

- Horsham council provides a range of quality public services throughout West Sussex.
- The council required a secure network to support its digital strategy and safeguard critical operations.
- Redway Networks designed a Meraki enterprise networking solution to support its future direction and drive greater levels of operational efficiency.
- The integration of Cisco Umbrella with the council's firewall has standardised security in its offices and safeguarded staff for hybrid work.
- Meraki's cloud dashboard is delivering a live picture of the whole network with analytics for measuring KPIs on public service performance.
- Meraki Wi-Fi and switches have improved security and wireless speeds.
- Horsham now has a future-proofed, unified Meraki network that is supporting its end-to-end digital services.

Horsham District Council gains a best-in-class network and security capabilities from Redway Networks

Horsham District Council is benefitting from a Cisco Meraki cloud-managed network to connect council employees and provide secure website access to a range of public services throughout West Sussex.

The Meraki ecosystem, designed and delivered by Redway Networks, has transformed the council's network experience with the centralisation of networking and security in the cloud and delivered secure access to information from wherever users reside. The solution has also enabled the council to provide quality services to staff, internal clients and its community.

The Horsham district is a large area that covers 205 square miles of countryside, towns and villages. The council's main office employs 550 staff who oversee public services that reach more than 130,000 residents and businesses. With all the council's public mapping and planning services coming through its website, the council required a secure cloud network that would provide flexibility and safeguard critical operations.

> "With digital transformation being an important part of our strategy, we wanted a future proofed network solution."
>
> Faz Sadough, Senior IT Engineer, Horsham District Council

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REDWAY NETWORKS

Horsham requires a centralised IT infrastructure

Horsham Council has a long-standing partnership with Redway Networks which started with the replacement of its technology with Meraki's enterprise networking solution to drive greater levels of operational efficiency within the council.

When Horsham first started working with Redway Networks it was dependent on a controller-based network which was adequate but couldn't support its future direction and the network experienced it wanted to provide.

Faz Sadough, Senior IT Engineer at Horsham District Council says: "With digital transformation being an important part of our strategy, we wanted a future proofed network solution and data system that everyone could view and administer."

Horsham Council wanted to go to a cloud environment to simplify the network and make it easier to monitor and manage. For futureproofing, Redway Networks recommended replacing all the council's end-of-life, on-premises switches and wireless LAN controller with Meraki to improve security and wireless speed in all the offices and public areas.

Faz says: "I really liked Meraki's cloud first management approach and its ease of use and set up. In addition, the reliability of the network and summary reports in the Meraki dashboard make a world of difference in terms of network management."

A unified network, supports digital services

With Meraki the Wi-Fi experience at the council is consistent for all employees and guests and IT has complete control of the network.

Faz says; "With Meraki I can view and filter client devices, and usage easily. Before Meraki, the wireless speed in the offices was so slow we had to patch in Ethernet to staff desks. With Meraki the Wi-Fi is so fast everyone can be in the office connecting to the wireless network which has improved collaboration and reduced port density. The staff also receive positive comments from visitors about the quality and performance of the free Wi-Fi.   And visitors love the fact that they have access to reliable Wi-Fi without a limit, so they can access all of the content they want."

With all Horsham's web traffic coming into one IP address and most staff working remotely, the council faced a new challenge in securing its staff's internet use when working remotely. The council contacted Redway Networks who recommended integrating Cisco Umbrella to its firewall to combine multiple cloud-based security functions into one solution and extend data protection to devices, remote users and locations.

Faz says: "It was so easy to deploy Umbrella and the data traffic is so fast, connecting it our firewall took just a few clicks. The integration with Umbrella and our firewall has standardised security in our offices and safeguarded users for hybrid work. We use Cisco Umbrella as our web proxy to connect all our cloud-based application traffic to the Internet and ensure security without backhauling general web traffic. Umbrella provides a great user experience, and we can now provide our staff with secure, remote-friendly, flexible working."

Cloud-management simplifies performance

With Meraki and Umbrella the Council now has a centralised IT infrastructure, with remote access via its 'always on' VPN and web security from Umbrella. The integration of the network and Umbrella has improved network monitoring and management and given the IT team much better insight with a graphical overview so that administrators can now login, monitor the network and get alerts.

Faz says: "Before we had Cisco Umbrella, we had to route traffic through our internal proxy which wasn't ideal when 80% of our staff work remotely. We had to run individual clusters, which was very time consuming, but with Umbrella its so simple as the client is sitting on the user's machine."

Faz says: "We're so pleased with our Meraki solution. The cloud-based management, configurations and immense visibility and data captured in the Meraki dashboard means we have the perfect solution for measuring KPIs on performance and how we are delivering public services."

"Redway Networks is a great partner to work with and has supported us in expanding our Meraki network with Cisco Umbrella to provide a secure, unified solution for supporting our end-to-end digital services."