



Cirrus Networks provides a vendor-agnostic, flexible approach to building and managing IT infrastructure.

## Case Study

# City of Fremantle

## Comprehensive PC fleet replacement service saves time and money for local council

The City of Fremantle, a local council in Western Australia, employs 615 staff across 8 different locations in their municipality. Their end user computing comprised of Dell hardware running Windows 7 and Office 2013, leased through Capital Finance.

With their agreement nearing the end of its 3-year term, the city would soon be required to return all equipment back to the leasing company.

"We recognised this as the perfect opportunity to improve on the technology solution we had before," says City of Fremantle IT Operations Coordinator, Joel Hurst. "We would still need a way to maintain what worked for our users, and for an inclusive organisation of our size, the challenge would be to find the resources, given our time and budget constraints."

The timing of this project was unfortunate, falling during a period of high administrative activity, putting strain on the City's internal IT resources to scope, perform and manage the work.



Fremantle harbour, WA

The City approached Cirrus Networks, having heard of the team's experience and proven track record with cloud, PC and infrastructure projects for large organisations. They were enticed by Cirrus' ability to fully service the replacement of an entire PC fleet, and Cirrus' close relationship with Dell Inc. meant the solution could include familiar technology for the City's IT users.

Cirrus Networks received and warehoused all hardware in preparation for the rollout. The project team took care of SOE installation, equipment tagging for asset management, preparation of a rollout schedule that could be implemented with minimal impact to City staff, and the provision of project management to ensure all stakeholders were kept up to date at every stage.

On site, the Cirrus team assisted with all activity endemic to an IT commissioning project, including setting up and installing new devices and applications, migrating data across multiple user accounts and machines, configuring network and peripheral settings, and handing over new working hardware to users.

Of course, no project is without hurdles. Data migration and testing periods were often interrupted by unplanned network outages. This, in conjunction with the challenges in securing some City staff for planned downtime, raised issues that typically delay projects reliant solely on in-house teams subject to organisational constraints.

The City of Fremantle, however, found that Cirrus, as an external supplier, could offer the flexibility of an elastic service in response to these setbacks. The Cirrus team provided more resources to ensure the project came back on track, finishing on time and under budget.

Joel Hurst says: "Though we knew this to be the nature of services provided by agencies like Cirrus, we were impressed at how quickly and autonomously their team were able to react to the issues that came up during the project. Yet even with this level of service and adaptability, we were still under budget."



Fremantle, WA

Once the new machines were in place, Cirrus staff decommissioned all old hardware, completely wiping any data to ensure the security of the City's confidential information. They then re-packed and returned the old equipment to the leasing company on the City's behalf.

In total, the City acquired 313 Dell All-in-One desktops, 14 workstations, and 86 new monitors, fully configured and delivered by Cirrus Networks across all 8 locations with minimal demand on the City's internal IT resources.

Since the rollout was completed, Cirrus Networks and the City of Fremantle have discussed an ongoing Managed Service agreement, along with further infrastructure and consulting projects.

## Outcomes

- Project completion under time and under budget
- Open communication and full accountability from Cirrus team
- Elastic resourcing to accommodate project setbacks
- Minimal time investment for the City of Fremantle