



Scottish Government
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The Scottish Government

Centralise and secure their network to offer a better experience for their agencies and for their customers

Customer Story

THE SCOTTISH GOVERNMENT

MARKET: GOVERNMENT
DEAL IMPLEMENTED: 2019

COUNTRY: UNITED KINGDOM
COMPANY: THE SCOTTISH GOVERNMENT

Alcatel • Lucent 
Enterprise

Alcatel-Lucent Enterprise, Freedom Communications, a GCI Group Company, Computacenter and Sol Distribution join forces to develop and secure the Scottish Government network infrastructure for their agencies and their users.

Scotland has a population of over 5 million people. Scotland's government is responsible for addressing the daily concerns of the Scottish people and their digital experience is key to solving issues. The Scottish Government is transforming its network infrastructure to meet the connectivity needs of their customers and their institutions.

A centralised and secure network infrastructure for all agencies

The Scottish Government network serves several core government departments and agencies in Scotland and abroad. The network infrastructure supports core departments, such as Justice and Education, all central core government services, and nearly 40 public sector agencies. The network operates in Scotland and beyond, from Dublin, to London and Brussels. The first objective was to centralise network management to offer secure and consistent services to all agencies.

“**The robust nature of our network infrastructure has ensured we can confidently support over 40 public services agencies in Scotland. Organisations like Food Standard Scotland, Transport Scotland, Marine Scotland, Forestry Scotland all use our desktop solution underpinned by Alcatel-Lucent technology,**” said Mark Hagart.

The Alcatel-Lucent Enterprise network solution offered the security, simplicity, resilience and scalability that the Scottish Government demands.

Enhanced network security at the user and device level

User network profiling and device profiling ensure the security of any device that attempts to access the Scottish Government network, and it simplifies support work. Secure user and device access, using terminal identification, coupled with evaluations and integrity checks, ensure compliance with security standards and protects the network before or during connection. An automatic profile set-up, determined by how the end device presents itself to the network, identifies the device profile and hence the device access.

“**Previous history with Alcatel-Lucent Enterprise and our partnership, made us have faith in the Alcatel-Lucent technology, and faith in our partnership, working with the account managers and the back-up support team that we have in place.**”

MARK HAGART, HEAD OF DATA CENTER AND NETWORK SERVICES (DCNS), ITECS, SCOTTISH GOVERNMENT



“**The benefit of using Alcatel-Lucent Enterprise technology for access is that we can support multiple agencies using different Virtual Routing and Forwarding (VRF) within the same stack. Organisations can use the same switch, each managed by different rules and different access controls depending on what devices are attached to the network and what organization the user belongs to.**”

said Hagart.

In the event of issues, the Alcatel-Lucent management tech stack enables, the Scottish Government IT team to quickly pinpoint the root cause, irrespective of which network is impacted.

Simplified operation and management

In addition to the security benefits, centralising the network offers the IT team overall management visibility. Alcatel-Lucent switches and servers can be managed and secured from a single interface, simplifying both project and issue management. The uniform command line interface improvements across the core, rack and edge switches, makes it faster for network engineers to skill up and easier to deal with a common set of commands.

Simplified licensing for easier procurement

Licensing simplicity was another key element.

“There’s a simplified licensing model, which we also appreciate, because it’s more straightforward for us to procure and put equipment into production quickly,” said Hagart.

A robust network infrastructure for harsh conditions on land and at sea

Some remote Scottish sites experience harsh climates and have difficulty with power outages. Consequently, the Alcatel-Lucent Enterprise solution has to meet physical operational challenges, including resilience and power outage survival without losing connectivity. Connectivity needs for the Scottish Government are not just on land but also at sea. The Scottish marine protection and science vessels operate Alcatel-Lucent Enterprise switches and wireless access points which allow them to communicate security via satellite connection to the Wide Area Network. Uninterrupted connectivity is critical to their business function.

The Alcatel-Lucent OmniSwitch® 6900 and OmniSwitch 6860E deliver high performance, extremely low latency, high network reliability, and they address very high bandwidth demands in difficult environments.

CHALLENGES

- Centralise and align network management as well as security for all entities
- Create a robust solution ensuring connectivity for harsh environments and mission-critical government services
- Secure infrastructure and network access for all government agencies
- Simplify operations, management and support

PRODUCTS

- [Alcatel-Lucent OmniSwitch 6860 Stackable LAN Switch](#)
- [Alcatel-Lucent OmniSwitch 6900 Stackable LAN Switch](#)
- [Wireless access points](#)
- [Alcatel-Lucent ClearPass Policy Management System](#)

SOLUTIONS

- [Digital Government Solutions](#)
- [Digital Age Networking](#)
- [Unified Access](#)
- [Support Services](#)

BENEFITS

Technical :

- ClearPass Policy Manager simplifies access control and user management
- Enhanced data security through user network profiling and device-level network access
- The centralised and simplified management system has improved the IT team efficiency
- Simplification of information systems sharing and administration

Financial:

- Centralised and simplified management considerably improved cost control

User experience:

- Homogeneous, secure, and reliable user services for over 40 government agency users

Dedicated support resources and services

The Scottish Government solution is being supported with the End-Customer Support program. Benefits of the support program include dedicated technical expertise for both hardware and software, access to technical documentation and software upgrades, as well as a hardware warranty.

Openness for integration and future evolution

The Alcatel-Lucent Enterprise network solution integrates with the various vendor solutions the Scottish Government has in place, such as their Radius and Wi-Fi solutions.

The solution scalability will allow the Scottish Government to adapt to changing connectivity and capacity needs. In fact, it has already evolved to support more than 40 public sector agencies currently using the services and desktop solutions.

“Across the board it makes sense for us to use the Alcatel-Lucent Enterprise solution. Our experience with the platform has delivered previously unattainable levels of uptime and, having been independently benchmarked and surveyed, user confidence in our network has risen to very satisfying levels.”
said Hagart.

The following Scottish organisations use the Alcatel-Lucent network solution as part of an overall managed ICT shared service managed by the Scottish Government:

Accountant in Bankruptcy	Office for the Scottish Charity Regulator	Scottish Courts and Tribunal Services
British-Irish Council	Office of the Advocate General	Scottish Fiscal Commission
Community Justice Scotland	Parole Board for Scotland	Scottish Housing Regulator
Court of the Lord Lyon	Police Investigations and Review Commissioner	Scottish Human Rights Commission
Disclosure Scotland	Queen's and Lord Treasurer's Remembrancer	Scottish Law Commission
Edinburgh Tram Inquiry	Queen Elizabeth University Hospital Independent Review	Scottish Parliament
Education Scotland	Race Equality Framework Adviser	Scottish Public Pensions Agency
Food Standards Scotland	Registers of Scotland	Scottish Public Services Ombudsman
Forestry and Land Scotland	Revenue Scotland	Scottish Road Works Commissioner
Scottish Forestry	Risk Management Authority	Social Security Scotland
Independent Living Fund (Scotland)	Scottish Boundary Commissions' Secretariat	Student Awards Agency for Scotland
Judicial Appointments Board	Scottish Children's Reporter Administration	The Office of the Secretary of State for Scotland
Judicial Complaints Reviewer Singleton Post		Transport Scotland
National Records of Scotland (NRS)		Upper Tribunals for Scotland
		Volunteer Development Scotland

Learn more about [Alcatel-Lucent Enterprise Digital Government Solutions](#)