

The Planning Inspectorate

CASE STUDY

Authorised by:

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ABOUT THE PLANNING INSPECTORATE

The Planning Inspectorate is an Executive Agency in the Department for Communities and Local Government and the Welsh Assembly Government, responsible for a wide variety of tasks under planning, housing, environment, highways and allied legislation. Most of their work relates to the consideration of appeals against the decisions of local planning authorities on planning applications.

REQUIREMENTS

As part of a review of the way in which their IT requirements were delivered, The Planning Inspectorate decided to outsource the development environment platform for all systems and applications development and testing to an external provider through a “Platform as a Service” (PaaS) model. Following a competitive tender process through the Government’s G-Cloud procurement platform, zsah was selected as the supplier for the service, based on an evaluation taking into account the quality of the proposal and solution, and the price for the service.

THE ZSAH SOLUTION

Following the award of contract, zsah worked in partnership with The Planning Inspectorate to build a plan for the implementation of the new service, along with a plan for the migration of existing systems and software assets from the existing internal network. The solution involved 21 servers, plus associated firewalls, security and virus protection software and managed support from zsah’s UK based in-house support team. The Planning Inspectorate platform is hosted in the Telehouse datacentre in London, which is one of the UK’s largest, best-networked and secure datacentres, utilising rack space and server and other hardware that is wholly owned by zsah.

Systems availability is >99.999%, on a 24/7 basis, with all servers being monitored by the zsah support team.

BENEFITS

The platform was migrated to zsah to time and budget, meeting all client satisfaction criteria. Since implementation, the service has exceeded all contracted service levels. The Planning Inspectorate has benefited from a platform based on new technology, with full monitoring and support from zsah's own full-time support team. This has resulted in higher systems availability and performance, with lower support and management overheads, allowing The Planning Inspectorate's own IT staff to concentrate on their own development activities.

“zsah were proactive and professional from Day 1 they listened to what we needed and did not try to fit our requirement around their service offerings.”

Chris Tones, Lead Technical Architect of The Planning Inspectorate