

# Why Outsourced Database Management makes good business sense

The  
Rushmoor  
Borough  
Council story





Rushmoor Borough Council recently embarked on an ambitious modernisation programme, and was in need of a way to effectively maintain and manage its Oracle databases, and of support for the Revenue and Benefits software application: iWorld.



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# The Issue

Despite having huge social and economic responsibilities, most Councils are left to face budget challenges and significant decreases in government funding, and Rushmoor Borough Council is no different.

As a result, the Council has embarked on an ambitious modernisation programme, entitled Rushmoor 2020.

Rushmoor Borough Council was in need of a way to effectively maintain and manage its:

- Oracle databases, including an annual Oracle health check
- Revenue and Benefits software iWorld application support

These services and applications are critical for the Council to be able to effectively manage its revenue and provide the level of care required by the community.

Yet, without internal database management expertise, and in consideration of the high cost of employing and training new members of staff, the Council needed to find a trusted, external partner. Not only that, but the partner needed to be able provide a superior database and application consultancy services at an affordable price.

That's when WellData came into the picture.





**“The mixed economy model for IT services works efficiently by combining local in-house IT support with ad-hoc expertise and provides a higher level of resilience for our customers”.**

Nick Harding Head of IT and FM services,  
Rushmoor Borough Council



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# The Solution

Introduced by a neighbouring Council, WellData presented Rushmoor Borough Council with a comprehensive solution that, in the words of the Council's System Administrator Sarah Giles “has made the day to day running of the system and major upgrades faster, and less disruptive to the service and provides the in-house team both IT and Revenue with expert advice and peace of mind”

Addressing the Council's needs, WellData offered an Oracle database managed service package that included regular monitoring, incident detection, correction and tuning of the systems to provide an efficient and reliable service, both on-site and remotely.

WellData also proposed an Application support service, including patching and management of the iWorld revenues and benefits application used by the Council.

The service management offered by WellData included an ‘all risk’ policy in a comprehensive managed service - including all necessary on-site work, testing of off-site Disaster Recovery Plans, and more.

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# The Results

Whilst the Council's IT team provides effective first and second line response, it recognised the need for third line support to be delivered in a financially sustainable way.

WellData's outsourced database administration and support service has proven "extremely successful especially around patching, release management, and incident management".

According to the Council, their process prior to the relationship with WellData was unreliable, while now the IT, Digital and FM services enjoy 24/7 support provided on a critical system, that is in their own words "cost effective, flexible and very responsive".

## The Feedback

**"The Council plans to continue with the partnership and is exploring ideas around bespoke development support and has no hesitation in recommending WellData to other clients."**

Nick Harding Head of IT and FM services

# What WellData can do for your Council

These are some of the services that WellData can offer to support your IT requirements.

With a proven track record of effective partnerships with Councils across the U.K., we look forward becoming "part of your IT team".



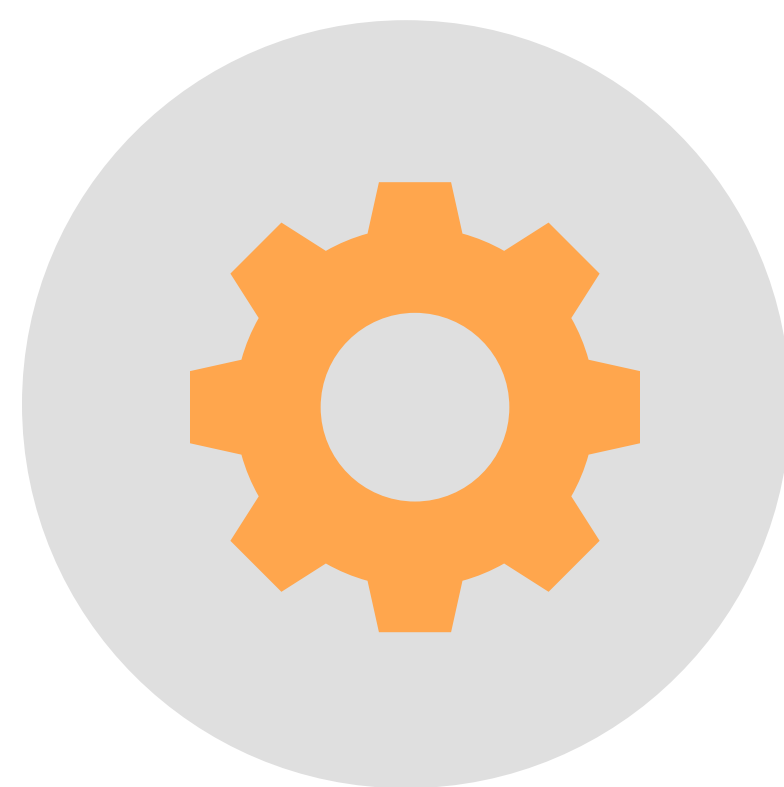
Database management



Database consolidation



ORACLE and SQL Server health check



Application support



Database Consultancy

WellData look forward to working with your Council and are confident that we can meet the challenges and requirements of the support service you are looking for.

If you have any questions or would like to find out more about how WellData can help you, please feel free to contact our team at your convenience by email at [enquiries@welldata.co.uk](mailto:enquiries@welldata.co.uk) or by phone on 0800 389 4051





**Thank you. Let's  
talk and discuss  
the action plan!**

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