



Surrey County Council achieves 20% cost savings through efficient software licence management with Custodian Software-as-a-Service (SaaS)

CASE STUDY
SUMMARY

Who:

Surrey County Council is a leading South East local authority providing education, social care, environment, transport, library, community and blue light emergency services with over 200 locations across the county and employs over 23,000 staff.

"Celerity have a strong relationship with Surrey County Council and we were able to draw upon their extensive knowledge and experience to assist our transformation to SaaS and provide opportunities to reduce our operational costs. They worked collaboratively with us, ensuring that the services were cost effective and commercially flexible to meet our changing requirements. Celerity has demonstrated a commitment to developing a long-term, successful relationship and have proven to be expert at delivering this service. We have the confidence of knowing that we have the support and infrastructure in place to meet our existing and future business needs."

Paul Clarke, Enterprise Infrastructure Delivery

Problem:

- Need to reduce & control operational costs & manage compliance
- Ensure business continuity & maintain service availability across cloud data centre environments
- Valuable human resource taken up on administrative tasks
- Need to align software spending with business priorities

Solution:

Custodian SaaS License Management reduced complexity and improved productivity for the council, whilst enabling higher levels of service to be delivered to both the organisation and its citizens. The contract provides the Council with licence compliance and governance safeguards enabling it to proactively adapt to change whilst meeting risk and regulatory compliance challenges.

Results:

- **Streamlined licensing** - one contract - one invoice - one point of contact - one service procedure; providing stronger compliance and governance safeguards
- **Cost reduction** - 20% reduction in licensing and administration costs

- **Re-utilisation of departmental resources** - valuable staff spending less time managing complex contracts and more time delivering value to the business
- **Dedicated account team** backed up by UK ITIL Service Desk
- **Robust monthly reporting** - ensures council reminds within terms of license contract, enabling smooth commercial transactions at renewal times
- **Risk reduction** - reduced commercial and technical risk for auditing, services delivered to meet business driven SLA
- **Business transformation** - Surrey Council is now engaging with Celerity in other areas as SaaS has proven to be a winning solution year after year

Celerity's Offerings:

- Data Custodian SaaS
- ITIL Service Desk



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