



## RightStep™ Case Study



**“I would have no hesitation in engaging them again.”**

### Background:

Surrey County Council (SCC), like many other County Councils, is becoming increasingly sophisticated in its use of technology. Under the e-government agenda there is a need to join up services and streamline processes between front and back office systems. To maximise the interoperability of the many systems in use around the organisation, an efficient and effective approach to systems integration and information sharing is becoming critical.

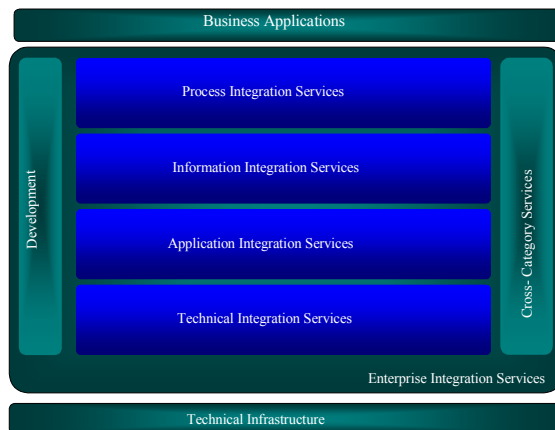
### The Business Challenge:

Having recently implemented a range of new systems including HR, Property, Accounts and Social Services client information, SCC has recognised the growing need to integrate business processes and share information.

SCC embarked on the formulation of a strategy for systems integration to identify a strategic approach for the Council.

### The Solution:

Clarity Integration consultants initiated two parallel streams of analysis to define the integration requirements for the council: one with a business focus and one with a technical focus. The requirements were captured through a series of 1:1 interviews with key stakeholders and group workshop sessions. Marking the relative importance of the different 'Integration Service Families' (see below) allows the requirements to be mapped to the available technologies.



The requirements analysis was underpinned by an appraisal of the current technical landscape to understand the opportunities and constraints within which, the chosen strategy must operate.

The recommended approach was derived by overlaying the Business and Technical requirements with the relative strengths of the available tools and technologies. Industry standard costs were used to calculate a potential ROI for a range of choices.

### Why Clarity Integration?

Mike Barker, ICT Strategy Manager explained, “We engaged Clarity Integration to assess the best options available to the Council for Integration of our business critical applications. Clarity Integration was selected following a rigorous tender process – they stood out because of their track record and proposed approach to the assignment.

*Their Consultants were all very experienced, professional & extremely capable in their particular area of expertise. Clarity Integration provided a clear strategic steer supported by a comprehensive report detailing the evidence. I would have no hesitation in engaging them again.”*

### Clarity Integration:

Clarity Integration is an Information Management Consultancy and Systems Integrator that helps organisations increase the value they are getting from their existing data and by utilising our experience and capabilities in Data Migration Business Intelligence and Information Delivery.

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