

WHO WILL HOST AND MANAGE YOUR NEXT-GENERATION SOLUTIONS?

microsoft systems integration / managed services

Public bodies are under increasing pressure to deliver real and ongoing savings while at the same time, deliver new services that will enable citizen self service. Balancing these demands requires a fresh look at service delivery which embraces the models of shared services and software as a service. Innovative delivery models like these can help an organisation achieve tangible savings and deliver new services faster.



Providing accurate information when and where it is needed, in an appropriate, usable format, within compliant, auditable and automated end-to-end processes will help deliver the 21st century service levels that are expected of today's public services organisations.

About the Hedra Consortium

The Hedra Consortium is the premier solutions specialist dedicated to serving the needs of public services through the OGCbuying.solutions framework arrangements. The Hedra Consortium offers a full range of solutions, specifically designed for public service, including central government, local government, education, defence, utilities and energy, transport, health and emergency services. Over £200m of services and solutions have been delivered to public services by the consortium.

Netstore is the Hedra Consortium's managed services and Microsoft systems integration partner. Netstore has the expertise to deliver the consortium solutions as services enabling quicker deployment and faster time to benefit.

About Netstore

Netstore is a leading provider of IT managed services to public bodies that choose a selective approach to IT outsourcing and shared services decisions. Our dedicated security practice ensures we can protect public services assets from the latest threats.

Netstore, is also a UK Microsoft gold partner, providing advanced software-as-service and custom Microsoft Solutions that help deliver the Transformational Government agenda.

Founded in 1996 and headquartered in Reading, UK, Netstore is a public company listed on the London Stock Exchange. We operate ISO27001 certified data centres in the North East and South of England.

Over 60% of Netstore's business comes from the public service where we have helped organisations realise, real bankable savings through shared and managed service delivery of their IT services.

We specialise in the delivery of corporate services applications (ERP) including finance, HR and payroll, and citizen facing systems such as Customer Relationship Management (CRM) and Electronic Document Record Management (EDRM).

Netstore's track record

With customers across public services, Netstore focuses on the delivery of software as a service either as a dedicated form or a shared service.

Examples of software as a service delivery include:

- London Borough of Hackney, finance management system, payments services
- Poole Borough Council, finance management system, disaster recovery services
- Wycombe District Council, finance management system
- Companies House, finance management system, HR and payroll, Business Intelligence systems, payment services, desktop services
- South Yorkshire Health Consortium, finance management shared services
- Greater Manchester Fire and Rescue, finance management shared services
- Essex County Council, finance management system, Business Intelligence systems
- Care UK, finance management and patient care systems
- Housing Corporation, desktop services.

Quality management

Netstore operates to the strictest quality standards. We are an ISO27001 certified firm and have maintained this since October 2000. We can also help customers gain this certification. For work undertaken as part of the Hedra Consortium, our quality management standard integrates with Hedra's ISO9001:2000 certified quality management standard under which the consortium operates.

End-to-end solution delivery

In delivering customer solutions, we draw upon the specialist capabilities of each member of the wider Hedra Consortium to deliver a complete end-to-end solution as required:

- business solution services – a full range of advisory, business change and management consulting services
- system integration services – the consortium can provide a full range of application development and integration services across all platforms
- infrastructure services – a full range of infrastructure design, specification, implementation and ongoing management solutions
- integrated applications solutions – the supply and implementation of a wide range of solutions from leading technology suppliers currently covering the following solution areas: CRM, ECM, Business Intelligence, e-learning, document scanning, capture and secure sharing and ERP
- fully managed services – both on-site and hosted to deliver an integrated application and infrastructure managed service solution.



Hedra Consortium

1 Waterfront Business Park, Fleet,
Hampshire GU51 3QT

T 01252 772900 **F** 01252 772901

catalist@hedra.com

www.hedra.com