



THINK **BIG** IN GOVERNMENT





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THINK BIG IN GOVERNMENT



HIGH PERFORMANCE IT SOLUTIONS
FOR LOCAL AND CENTRAL GOVERNMENT



THE WORLD RUNS BETTER WITH F5.

YOU WANT TO IMPROVE EFFICIENCY AND DELIVER NEW CUSTOMER SERVICES...

Change is right at the top of the Government agenda.

High profile reports, such as the Gershon Review, Transformational Government and Joined-Up Government, have defined new ways of working and set tough targets for cost reduction. Local and central government organisations alike now have to streamline processes and deliver a new generation of services focused on meeting the needs of citizens.

IT has a key role to play in supporting this transformation agenda. Government directives have highlighted IT as a pivotal lever for reforming and improving services. As a result, many organisations in the public sector are now deploying new applications to support more efficient working practices and deliver new online customer services. But, to achieve their goals, organisations need to ensure that these applications not only work – but work quickly and securely all the time.

Today, much more than before, local authorities and government agencies have to operate like private sector organisations. And this means that they need the same standards of IT reliability, performance and security as companies in other industries.

F5 provides a range of application delivery solutions that are designed to increase the availability, scalability, performance and security of applications. Called BIG-IP®, the solutions are used by leading organisations across a wide spectrum of industry sectors. Many local and central government organisations already use them to:

- Deliver fast and reliable performance for all core business applications
- Ensure the constant availability of crucial online applications used by citizens
- Manage and control access to shared services, used across multiple departments, neighbouring councils, other government agencies and partner organisations
- Guarantee the security of financial transactions, such as online council tax payments
- Minimise network complexity, through use of one easy-to-use traffic management console
- Reduce power and maintenance costs, because integrated F5 units replace multiple separate network products

F5 SOLUTIONS AND BUSINESS ISSUES

We want to deliver new public services for citizens

Local authorities, central government agencies and other public sector organisations are being encouraged to use IT more strategically to deliver a better quality of information and more convenience to citizens. As a result, they are expanding their use of IT and investing in new customer-facing applications, such as web-based services. Yet, even the most creative and advanced services will fail to impress users if they are slow or frequently unavailable.

F5's BIG-IP products can enhance the value of both customer-facing applications and core business systems, by making them run more quickly and reliably. They offer market-leading traffic management and load balancing capabilities, which help ensure that users experience high performance and availability, all of the time.

Many public sector organisations are trying to improve services for citizens by introducing new web-based applications that accept financial transactions. For example, some local authorities are introducing new online applications for paying council tax bills. In order to deliver this type of online payment facility, however, local authorities and other public sector organisations have to comply with the new security standard from the Payment Card Industry (PCI), which imposes strict rules for the ways in which card data can be used and stored. F5's BIG-IP solutions help organisations adhere to all ten core areas of this standard and enable the safe deployment of new financial services for customers.

SAP Application Ready Network:

- F5 can cut SAP Enterprise Portal login time by more than half for WAN users
- F5 can speed document downloads by 4.5x for DSL users, and 40x or more for high bandwidth connections
- F5 can reduce SAP server CPU utilization by 44%
- F5 can provide a 20x reduction in the number of SAP server-side connections
- F5 significantly reduces bandwidth costs associated with delivering SAP applications over the WAN

ARE YOUR APPLICATIONS SECURE AND FAST ENOUGH TO SUPPORT YOUR
TRANSFORMATION GOALS? **THINK BIG.**

We have to improve our efficiency to reduce costs

As the Government attempts to meet its target for public sector efficiency gains, all public sector organisations - and all business areas - are under scrutiny. In IT departments, managers not only have to deliver new services, but also cut costs.

F5 solutions help public sector organisations to reduce technology operating costs and network management costs in a range of different ways. Our BIG-IP product incorporates multiple solutions in one box, including advanced health checking, packet filter, TCP Express, SSL acceleration, fast cache, compression, traffic control, load balancing and application security. By using this integrated suite of solutions in place of separate network products, companies can consolidate the number of products in their network. This reduces hardware costs, support overheads and power expenses, leading to a sustainable reduction in the cost of IT ownership.

In addition, BIG-IP offers an intelligent TMOS™ architecture, which enables the traffic flow to be monitored and settings to be changed easily on the fly. TMOS includes an innovative iRules application traffic programming feature, which allows network managers to set specific rules for the way that different packets are handled and prioritised in the network. These capabilities, and others like them, help to reduce costs by enabling IT teams to work more efficiently.

The Application Ready Network infrastructure of our solutions also helps to improve the efficiency of IT departments. We have very strong partnerships with leading software vendors, including Microsoft, SAP and Oracle (Peoplesoft & Siebel) and can deliver our solutions pre-optimised for Oracle's Application Server or Microsoft's Exchange Server, for example. This enables organisations to minimise deployment risk, shorten deployment time and make easier application and control changes in the future.

We need to introduce more shared services

For many public sector organisations 'joined-up government' may still be more of a vision than a reality. Others are starting to centralise their data with common systems, breaking down the traditional departmental information silos. A few are actually working towards achieving their ultimate goals of sharing information seamlessly with external partners. One thing is certain, however. Joined-up government is here to stay.

All public sector organisations need to prepare their systems and data to ensure that they are – or will be – interoperable with the systems and data structures of other similar and complementary organisations. To provide the mechanism for this connectivity, the Government has developed the eGovernment Interoperability Framework (eGIF), which specifies common technical policies and data standards for exchanging data between public sector organisations. F5 solutions comply with eGIF and provide a strong foundation stone for a shared services strategy.

Standards, however, are just part of the challenge. Before data and systems can be shared, organisations need to ensure that they have appropriate security in place to prevent fraudulent use. Our BIG-IP product range allows companies to add in a new layer of security, specifically to protect applications. It prevents unauthorised access and malicious application attacks, including all common web attacks, such as SQL injection, phishing, cross-site scripting, cookie poisoning, buffer overflows, parameter tampering and forceful browsing. **These comprehensive safeguards are essential for public sector organisations wanting to offer shared services.**

Microsoft Application Ready Network:

- F5 WAN optimisations increase SharePoint Portal Server performance by 5x
- Achieve 20 to 30 times bandwidth reduction for remote office SharePoint users
- Gain more than 25% server capacity with SSL and compression offload
- Reduce timeout errors for dialup users by 85%
- Reduce deployment cycles by 1/3rd
- Automate failover, disaster recovery and access control
- With F5, users with email attachments, such as Office 2003 Word documents or Excel files, experience a 90% reduction in download time

...YOU CAN DELIVER THAT AND MORE. **THINK BIG.**



F5 is the leading provider of advanced platform Application Delivery Controllers (ADCs) with a 38.3% share of the market, according to the Gartner Group.* Offering reliability, high performance and flexibility as standard, our solutions are ideal for both local and central government organisations.

F5 products are highly scalable and are designed to adapt quickly to changing requirements. When organisations need to add a new layer of security or a new traffic management solution, they can simply slot it into the existing hardware. As a result, our solutions will support public sector organisations as they deliver new services and pursue all their goals for transformation in the years ahead.

F5's local and central government customers include:

The Home Office
The Passport Agency
MoD
RAF and Army
Joint Intelligence Service
HMRC
NHS
East Kent Hospitals NHS Trust
Peterborough City Council
Southampton City Council
London Borough of Harrow
Brentwood Borough Council
Royal Borough of Windsor and Maidenhead
Manchester Metropolitan University
King's College London

Find out more at: www.f5.com/solutions/

* Gartner report, *Market Share: Application Acceleration Equipment, Worldwide, 1Q07 (June 2007)*.

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