



Leicester City Council Success Story

Key Points:

Nature of the work:

- Bespoke Application Development
- Business Intelligence & Data Warehousing
- Integration
- Support and Maintenance

Technical Skills:

- Spescom EDMS
- Classic ASP
- C#
- Oracle database
- PL/SQL



Background

Leicester City Council (LCC) is one of the largest local authorities in the UK. The council has revenues in excess of £500m and employs over 14,000 people across the city providing all local government services such as Housing Benefits, Housing Management, Local Taxation, Education, Social Care and Regeneration.

In 2004, LCC sought support for their Housing IT development and support department.

The Solution

LCC decided to try a new supplier and commissioned 6pm to develop a small, low risk pilot project.

LCC's decision was primarily based on cost savings which had to be substantial enough to compensate for the perceived risk of introducing a new supplier. According to Dave Pate, LCC's Service Director, LCC were initially sceptical about working with a supplier located in Malta. However, with the help of 6pm's UK presence, the distance proved not to be a barrier.

To date 6pm has carried out work for LCC in a wide variety of areas

ranging from installations of the Spescom EDM system across a number of services and several hundred users, through to bespoke Microsoft .Net developments for the Right to Buy Leaseholder Servicing Department, and integration of various applications with their core systems.

6pm has also implemented AXLE™ Studio in LCC and has developed a number of data warehouses and management information systems working with a number of leading BI tools for reporting. Today, 6pm also has major support contracts with LCC, supporting 800 EDM users, 34 scanners and over 5TB of data within their two SANs.





“6pm deliver what we have asked for, on time, to price and do so in a very structured approach with a commitment to client that is second to none”

6pm has been working with LCC for a number of years and this client has formed one of the cornerstones of the whole UK business through the projects they have awarded the company as well as the references they give to other clients.

Services Director, Dave Pate says that “we are very impressed with the level of skills of the consultants”. However, the key to the success that 6pm and LCC have managed to achieve lies in the strong

relationship that has been formed.

6pm have managed to form a partner relationship with LCC as opposed to a client / supplier type of relationship. Mutual benefit is key and both parties have piece of mind that each do their best to accommodate and ultimately satisfy each others needs and not simply maximise benefit in their own interest.

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About Leicester City Council

Leicester City Council is the unitary authority serving the citizens, communities and businesses of Leicester, the biggest city in the East Midlands. With 54 councillors, over fourteen thousand staff, the city council is responsible for delivering services to a diverse range of customers across Leicester.

Leicester is also recognised as Britain's first Environment City and has attained the title of European Sustainable City.

www.leicester.gov.uk

About 6pm

Established in 1996, 6pm employs over 100 technology consultants in Malta and UK. Our staff are committed to exceeding client expectations and their enthusiasm coupled with their “can do” attitude is the envy of many competitors.

We offer a wide variety of technology services ranging from bespoke development and Business Intelligence to Testing and Support & Maintenance.

Our Clients include Capgemini, British Airways, Sungard Vivista, Leicester City Council, The Maltese Government, PRG Schultz, Fujitsu, Toyota GB and Sheffield Hallam University.

