

CLIENT STORY

COMPANY
Cabinet Office

INDUSTRY
Government, public sector

SOLUTION
**Private Cloud,
Government
eCloud[®] Hybrid,
Disaster Recovery
(DR)**

PROFILE
ResilienceDirect™ is an online private network that enables civil protection practitioners to work together – across geographical and organisational boundaries – during the preparation, response and recovery phases of an event or emergency. The free-to-use platform enables emergency responders to cooperate and share information in real time, ensuring that action is coordinated. The platform currently has more than 35,000 users logging on every week.

ResilienceDirect



INDUSTRY

Government, public sector



CHALLENGE

ResilienceDirect™ needed a solution to provide elasticity and scalability to cope with a huge spike in users logging onto the platform and sharing vast amounts of data during an emergency situation. When the government sent the hosting contact to tender it needed a provider that guaranteed a stringent level of security, while delivering value for money.



SOLUTION

UKFast provides ResilienceDirect™ with a private cloud solution offering scalability and elasticity when needed. Hosted from UKFast's data centres and backed by our award-winning support, data sovereignty and security is assured. ISO 27001 and Cyber Essential plus certified, the ResilienceDirect platform is accredited by NCSC, administered by an SC Cleared team. ResilienceDirect is protected by a secure architecture, Protective Monitoring and a full disaster recovery site to ensure the system is available to support incident responses.

THE ONLINE PLATFORM HELPING TO KEEP THE UK SAFE

UKFAST SUPPORTS RESILIENCEDIRECT™ TO BECOME MORE EFFICIENT, HELPING TO SAVE LIVES

Responding to major incidents – from wildfires and flooding to acts of terrorism – requires a huge level of planning, preparation and resource. During any large-scale emergency there is a team of dedicated people working tirelessly on the ground and behind



We have to be as secure as anyone can possibly be – UKFast are the best in their league and really help to keep the UK safe. 

the scenes to help save lives and keep others away from danger.

The Resilience community encompasses blue light responders - fire, police, and ambulance - the military and local authorities, along with the commercial and charitable sectors. The Civil Contingencies Secretariat within the British Cabinet Office is responsible for bringing the sectors together to



improve information sharing across organisational and geographic boundaries.

ResilienceDirect is a technological hub to store and review documents and plan for all stages of a major incident. The software contains a secure, interactive mapping environment, which allows users to overlay assets and interrogate data to drive better decisions. The platform also enables remote briefing, providing a single version of the truth and quick access when it's needed most.

Luana Avagliano, head of ResilienceDirect said: "This is the only capability which enables all agencies to work in one safe environment, to notify, share and truly work in partnership. One of the biggest challenges within the resilience community is interoperability. ResilienceDirect allows users from the furthest reaches of Scotland to the tip of Land's End to see the same information in real time, make amendments and send it to the people that need it instantaneously, even if they're not on the system. That's the power of technology."

More than 36,000 users are currently registered on the platform spread across over 3,500 organisations. Each week the numbers increase.

UKFast has worked in partnership with ResilienceDirect since 2016, after winning the hotly contested contract. The platform is hosted across a state-of-the-art private cloud and UKFast's Government eCloud® Hybrid solution, to ensure flexibility, scalability and security. The partnership allows ResilienceDirect to transcend old ways of working and become leaner, more efficient and increasingly cost effective.

Luana said: "UKFast won the contract by being open, honest and proactive. The team are excellent at exploring how to maximise private cloud to make sure we are getting value for money.

"UKFast is a truly innovative company and deliver solutions to the challenges we face. Disaster recovery, for example, is hugely expensive but we need to have that capability to allow failover. UKFast not only provide gold standard disaster recovery but our dedicated team are constantly rechecking

infrastructure, security and assurances.

"We have to be as secure as anyone can possibly be – UKFast are the best in their league and really help to keep the UK safe."

Over the next 12 months, ResilienceDirect plans to enhance the existing capability of the platform to make sure the user experience is the best it can be. Luana said: "We are looking at future proofing the system and scaling up further.

"The UKFast team have helped us to be the best that we possibly can and ultimately provide the best for the UK resilience community."

UKFAST®

LET US SHARE YOUR STORY

UKFast always wants to share the great success tales of our clients.

If you've got a story to tell, get in touch with us and we'll work with you to spread the word.

✉ communications@ukfast.co.uk



**TO FIND OUT HOW WE CAN HELP YOUR BUSINESS GROW
CALL 0800 458 4545 OR VISIT UKFAST.CO.UK**