Spark nz | **Statistics** New Zealand TATAURANGA AOTEAROA

KIWI-CENTRIC PUBLIC SERVICES THANKS TO TaaS

"TaaS allows us to also work closer with our partner agencies whose staff can visit and now collaborate across the network without constraint."

Chris Buxton, CTO, Statistics New Zealand

Behind the Business

UNLEASH THE POWER OF DATA TO CHANGE LIVES

Thanks to TaaS solutions from Spark.

Reducing duplication, cost and complexity is high up on the government wish list who sees it as key in helping its agencies to provide a better customer service.

While government has been making a lot of ground in this area through the use of digital technologies, its recent decision to implement Telecommunications-as-a-Service (TaaS) for nine of its co-locating agencies might have to be one of the most resourceful moves yet.

> **"As the agencies no longer have to worry about owning or managing their own networks, they can invest this IT resource and budget back into improving their core services."**
>
> **Chris Buxton, CTO, Statistics New Zealand**

Nine agencies, each with different communication and security needs, have moved into a new building in the heart of the Christchurch CBD. Together they share a modern, flexible working environment that is geared towards accommodating staff mobility, shared meeting rooms and networks.

Chris Buxton, Chief Technology Officer at Statistics New Zealand – the lead agency responsible for co-ordinating the TaaS project – says, such innovation enables crossagency efficiencies and better collaboration that ultimately helps government to be more productive and provide more value to those it serves – its citizens, businesses and the country.

"For the customers of the five smaller agencies on site this is of huge value since the agencies can improve their public-facing interactions through the ability to access a secure, flexible and reliable enterprise-grade working environment that is usually only possible for agencies with larger IT budgets."

"Each tenant only pays for what they use today with the ability to quickly modify services to meet changing demands of the future," adds Chris.

Fast facts:

- 120 Hereford St, Christchurch CBD
- 2011 post-earthquake rebuild
- 9 agencies co-located
- 380 public servants
- 200 more to join in 2017
- 100+ headcount for 3 agencies
- >10 headcount for 5 agencies

"Such flexibility gives government legs to instantly modify its telecommunication and data services to support new initiatives, temporary projects or even set up a new agency to work on site."

Agency integration beneficial to New Zealand's future

For Statistics New Zealand who is focused on unleashing the power of data to change lives, Chris says this is a game changer as it provides access to a richer data source, quicker and at less cost.

> **"Our partnership with Spark provides us with the opportunities to innovate so our services can be of even greater value to New Zealanders."**

Chris Buxton, CTO, Statistics New Zealand

"We work closely with the Department of Internal Affairs and having them on-site will help to fast track the research and analysis that goes into a number of projects. Not only can we easily share data across the network but staff can work side-by-side anywhere in the building."

A shared office for public servants exists in Auckland explains Chris, however the lead-times to get set up and operational on the network is intense, and so too is the IT resource that goes into it.

"Joining forces in this way will not only make it easier for our customers to deal with us, but will also help make government-wide information more readily accessible to the public" continues Chris.

"For example, we can fuel our online tools, like the innovation website that we launched last month, with more market research and information than just what we have available in-house, helping the likes of business customers to thrive locally and on the global stage."

Chris says that Statistics New Zealand also recognises that this new model of cross-agency integration will help to drive forward its goal of re-engineering data. "We're working towards releasing more un-summarised data earlier in the analytical cycle so our customers can gain ever more value from the information we collect. It's a step away from the traditional model where big data goes in and a statistic comes out."

"Central government is just one of our major customers who will benefit from such quantitative-rich data, using its insights to assist in making more informed economic and social decisions for the prosperity of our country."

Embracing more Telecommunications-as-a-Service

Next on the roadmap for Statistics New Zealand is another TaaS implementation; this time for its HQ based in Wellington, with its Auckland-based office to follow soon after. Also on its radar is adopting video conferencing, IT telephony, and unified communications through TaaS in its efforts to innovate even further.

When asked how Spark will feature on their journey ahead, Chris is pragmatic: "Like we did with this project, we will follow a thorough bid process to our All-of- Government TaaS supplier panel and can only hope that the successful provider shows the same level of commitment that we've seen Spark deliver. Spark's support in easing agency concerns and bringing wider government along on the journey to a shared services environment has been invaluable".

While this new way of working is a huge culture change for government, Chris says it is already being used as a model of innovation for co-locating more of its agencies and will naturally lead to substantial improvements in the way public services can be delivered, benefiting all of New Zealanders going forward.

Spark's contracted services includes Wi-Fi network delivering data, voice and video to desktops. Revera's cloud service will host the shared components of the building including room booking systems, shared print and authentication.

Choosing TaaS from Spark means choosing a people-centred solution that is simple, connected, flexible and secure.

If you're ready to create better connections for your customers, speak to your Client Manager or call us on:

📞 **0800 694 364**