

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1.	Meeting:	Deputy Leader – Delegated Powers Meeting
2.	Date:	2nd December, 2014
3.	Title:	Renewal of the Good for Enterprise licence
4.	Directorate:	Environment and Development Services

5. Summary

The Council uses Good for Enterprise (GFE) as its mobile email application, and also as a mobile device management application. GFE is a vital tool enabling agile working through remote and 24/7 access to email.

The current charging agreement is per device and consists of an activation charge and an annual subscription charge per device. At present the authority has GFE installed on 351 devices, at an annual charge of £23K. However, as we retrieve c500 blackberries from staff over the next few months, the usage of GFE will increase substantially. Along with other expected increases in demand, this will create a large increase in the number of devices requiring GFE and a substantial increase in charges under the current charging licencing agreement.

In view of the above, it is proposed to move to a subscription model for 1,200 user licences for use on unlimited devices, which is expected to meet the Council's demand for the next 3 years. The annual subscription charge would be c£41k and would represent a saving of £55k per year when compared to projected costs using the current per-device approach.

6. Recommendations:

The Cabinet Member for Finance is asked to:

- **Approve a move to a 3 year subscription model for Good for Enterprise. This will cost £41k per year and will achieve savings in the region of £164K over the 3 year period.**
- **Approve that this proposed change in subscription be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Good via Vodafone.**

7. Proposals and Details

RMBC uses the Good for Enterprise (GfE) app to securely deliver RMBC data to smartphones and tablets. This includes email, calendar, contacts and Intranet access.

RMBC currently has to buy a GfE licence for each device that has the app installed. This costs RMBC £50 per device (one-off) and £5.50 per device per month ongoing. At present the authority has GfE installed on 351 devices, at an annual charge of £23K.

7.1 Criteria for Provision of Mobile Devices/Good

The eligibility criteria for issuing mobile phones to staff are set out in the RMBC Electronic Communications Policy – an extract from which is included below:

The criteria for the issue of mobile phones and other handheld technology will vary within each directorate, due to the nature of the service. Although the reasons for issuing mobile phones and other devices will depend on the requirements of the service, the principles of determining the need and benefits of issuing equipment should meet one or more of the following criteria:

- *The issue of equipment will significantly reduce risk such that employees can be reached in the case of emergency.*
- *A measurable business benefit with regards to cost savings is gained through the issue of mobile phones and/or other devices.*
- *There is a clear business benefit resulting in enhanced customer service through better access.*
- *Sufficient legitimate out of hours contact is required to maintain cover and/or emergency contact for the service.*

It is the responsibility of the appropriate manager to ensure that the criteria is met and that there is a clear business benefit and need for mobile phones or other handheld technology (e.g. smart phones) to be issued within their budget.

In addition, the following is an extract from a Team Briefing (22nd January 2014) relating to the withdrawal of BlackBerrys:

- *If you require a device to (frequently) access e-mails and make or receive calls then a smartphone with the Good for Enterprise App will be issued.*
- *If you only use a device to make and receive calls then a standard handset will be issued (non-smartphone).*
- *If you only use a device to make and receive calls and send/receive occasional e-mails you can use your own phone and install the Good for Enterprise App if you and your manager feel that this would benefit you (e.g. to enable flexible working from other office locations or home). The Good for Enterprise App costs £5.50 per month so will require manager approval.*

Employees may also request that Good is installed on their personal or RMBC tablet computer – again, this can only be done with line manager approval.

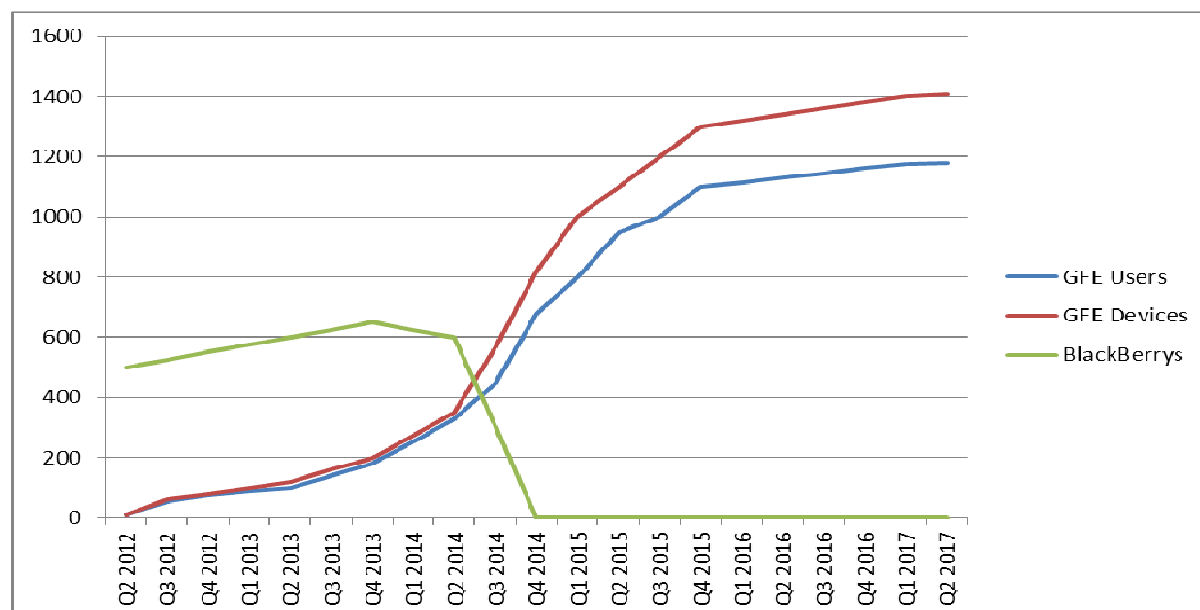
A new briefing is to be issued by the RMBC HR Team to remind line managers of the criteria associated with the issuing of a handset for business purposes benefits The Electronic Communications Policy is to be updated to include guidance on Good for Enterprise.

7.2 Demand for Good for Enterprise

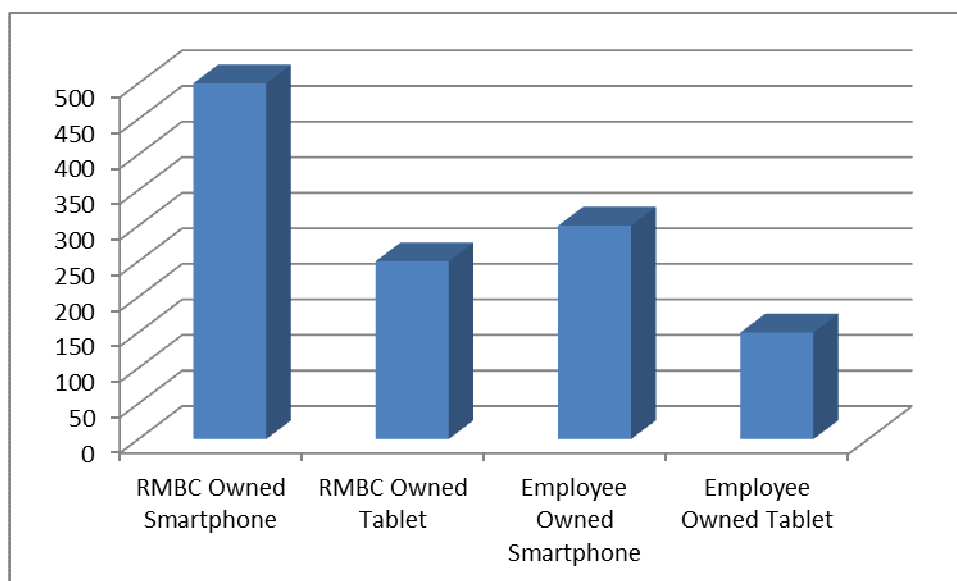
We expect demand for GfE to increase significantly, primarily for 3 reasons:

- 1) RMBC is ceasing to use BlackBerrys for mobile email and will be consolidating on a single mobile email platform (GfE). By the end of 2014 we will have retrieved BlackBerrys from over 500 employees (including social workers, benefits advisers, building management staff and housing officers) and most of these will need to be replaced by a smartphone running GfE.
- 2) RMBC employees work in an increasingly mobile manner. Employees work from a variety of locations and always need to be connected to key RMBC systems such as email and calendars. Furthermore, we are increasingly utilising iOS and Android tablets to enable mobile working and each of these is delivered with GfE installed to allow employees to communicate much more efficiently.
- 3) Many GfE users have a requirement to access the app from more than one device (eg a smartphone and a tablet). Furthermore we are seeing a marked increase in the use of Android and iOS tablet computers for field workers and these need to have GfE installed.

GfE is crucial to the Council's current and future 'way of working' and the changes outlined above mean that the number of GfE licences that the Council will be procuring over the next few years is set to increase sharply. The graph below shows the growth (current and anticipated) in the use of GfE.



The chart below shows the projected breakdown of the different devices that will be in use with 1200 installation of GfE.



In order to minimise costs, RMBC will need to move from a per-device licence model to a per-user annual subscription model. By moving to a 1,200 user license now we can allow for each user to install GfE on an unlimited number of devices at no extra cost and with no upfront installation fees. The annual charge for the new licencing model (3 year contract) is £41k. The table below shows the savings which will be made as a result of moving to the new per-user model (based upon predicted growth in GfE usage).

Quarter	Users	Devices	Old Licencing Model		New Licencing Model		Saving New vs Old
			Setup Cost	Rental for Quarter	Setup Cost	Rental for Quarter	
Q3 2014	450	570	£10,950	£9,405	£0	£10,250	-£10,105
Q4 2014	680	820	£12,500	£13,530	£0	£10,250	-£15,780
Q1 2015	800	1000	£9,000	£16,500	£0	£10,250	-£15,250
Q2 2015	950	1100	£5,000	£18,150	£0	£10,250	-£12,900
Q3 2015	1000	1200	£5,000	£19,800	£0	£10,250	-£14,550
Q4 2015	1100	1300	£5,000	£21,450	£0	£10,250	-£16,200
Q1 2016	1115	1320	£1,000	£21,780	£0	£10,250	-£12,530
Q2 2016	1130	1340	£1,000	£22,110	£0	£10,250	-£12,860
Q3 2016	1145	1360	£1,000	£22,440	£0	£10,250	-£13,190
Q4 2016	1160	1380	£1,000	£22,770	£0	£10,250	-£13,520
Q1 2017	1175	1400	£1,000	£23,100	£0	£10,250	-£13,850
Q2 2017	1180	1410	£500	£23,265	£0	£10,250	-£13,515
						Total saving over 3 years	£164,250

If RMBC elects to continue with the current per-device licencing model it is estimated that this will cost in excess of £164k more than the new per-user licencing model (over 3 years).

In addition to this cost avoidance the new licencing model affords RMBC access to extra features within the Good suite of products, including the ability to more easily deploy apps and data to devices and to better control the security settings for each device.

7.3 Procurement

Good is a proprietary software and cannot be obtained from anyone else. However, good do not deal directly with their customers; instead they use an intermediary reseller.

Vodafone is Good's current reseller to the Council. Good has advised that Vodafone's pricing is currently the best in the UK. As part of this process the Corporate Procurement Service engaged with three additional GfE software re-sellers to confirm the above. All three providers could not compete with the level of discount being offered to Vodafone with this solution.

In light of this, and the costs that would be involved with re-tendering the re-seller contract, it is proposed to award the contract to Good via Vodafone.

8. Finance

Users will not be charged for installation, but they will be each recharged £5.50 per month for the usage of GfE as is the current arrangement. This will enable the licencing charges to be recovered by ICT, who will meet the initial cost through the ICT Change Budget.

9. Risks and Uncertainties

Without a PSN accredited mobile device management solution we are unable to protect RMBC's data and retain our PSN connection.

10. Policy and Performance Agenda Implications

Mobile computing is considered a key tool in increasing employee performance and productivity.

11. Background Papers and Consultation

- Corporate ICT, Information Governance and Web Strategy Board
- Consultation with RMBC ICT and Procurement Teams
- RMBC ICT Strategy
- RMBC Electronic Communications Policy
- RMBC Team Briefing 'The Withdrawal of BlackBerrys' January 2014

12. Contact Names:

- Richard Copley, Corporate ICT Manager