



# Exiting DWP from the GCF Email Relay

## Executive Summary

It has long been Government strategy to exit the Public Services Network (PSN) and adopt public cloud for email. But few departments have taken this step and the service continues to be extended at significant cost to public sector customers. In December 2018, the Department of Work and Pensions made the bold decision to move their email away from the GCF Email Relay Service, improving their email security and reducing the cost of the service.

By engaging Through Technology, DWP found a partner with the experience and capability to successfully and rapidly complete this complex project, enabling the department to avoid over £0.5 Million in license costs to extend the service beyond March 2019. The project seamlessly redirected email traffic for the department's 100,000 users, completing on time and on budget.

Whilst the Government Digital Service continue to extend the GCF contract, big departments like the Ministry of Justice (MoJ) and DWP are already exiting, leaving the smaller organisations in central and local government facing increasing costs to keep the service alive.



Department  
for Work &  
Pensions

*"Having Through Technology to support us through this process was invaluable and because they had already been through the process with the Ministry of Justice they were able to quickly resolve any technical issues as they arose as we went through the process with Vodafone. The result was a very successful implementation with no adverse impact across our 100,000 User Base and **DWP would highly recommend using Through Technology to other Government Departments** who need to exit the Vodafone GCF Contract"*

Les Wallis – DWP Collaboration Programme Lead



Through Technology

CASE STUDY

# Challenges

- DWP needed to rapidly undertake the project to redirect their email routing and sanitisation to a Cisco Cloud Security relay set up by their internal team.
- They had a hard deadline of 3 months to get through procurement and implement the project in order to avoid significant costs for annual renewal of the GCF Service.
- Procurement had to occur quickly through the existing G-Cloud 10 Framework.
- All 25 Email domains in use throughout the organisation had to be redirected from the GCF Mail Relay Service to the cloud. Including those used by business applications.
- With email being a critical service for operation of the business, there needed to be zero or minimal impact to the department's 100,000 staff, despite the rapid timescales.
- All domains had to be setup with email domain security in accordance with guidance from the National Cyber Security Centre (NCSC) and registered for monitoring by NCSC's MailCheck service.

## How we helped

Through Technology quickly produced a fully costed proposal and helped in drafting the G-Cloud 10 call off contract, with delivery structured into three consecutive work packages.

**Discovery** – Gathered information about the DWP email systems with a condensed onsite visit and pre-engagement questionnaire, culminating in a Readiness Report with detailed recommendations for delivery of the project.

**Remediation Support** – Provided DWP with support through changes to their applications and infrastructure.

**Cutover** – Provided on-site support, working with the DWP team to oversee cutover activities with the GCF service provider (Vodafone), resolve technical issues and implement email security.



## Results & Return on Investment

DWP successfully completed their transition away from the GCF Email Relay service on time and on budget, **saving an estimated £550k** for annual renewal of Vodafone's service.

Along with Ministry of Justice (another Through Technology client), DWP were one of the first departments to comply with the NCSC Minimum Cyber Security Standard for email. Implementing controls to protect their organisation from phishing and monitor email security.

All changes were implemented without impacting the email service for DWP's 100,000 staff and business applications.

**Through Technology's successful GCF Exit track record:**

	Domains	Users
DWP	25	100,000
MOJ	80	100,000
<b>Total</b>	<b>105</b>	<b>200,000</b>

With over 100 domains and 200k users seamlessly migrated away from the GCF Email Relay Service. Through Technology has more experience in this area than any other supplier.

## Further information and resources

For more information about how Through Technology could help your organisation save money, improve security and modernise your systems by exiting email and other services from the GCF Contract, please contact us at [enquiries@throughtechnology.uk](mailto:enquiries@throughtechnology.uk) or speak to our GCF Exit advisor, Peter Hanney on 07412 683710.

Also please have a look at the following resources:

- [throughtechnology.uk](http://throughtechnology.uk) – Our Website
- [Introducing Government Email Security](#) – A Youtube primer on Government Email Security Standards
- [Public Sector Email Security](#) – G-Cloud Service on digitalmarketplace.service.gov.uk
- [GCF Exit Transition](#) – G-Cloud Service on digitalmarketplace.service.gov.uk