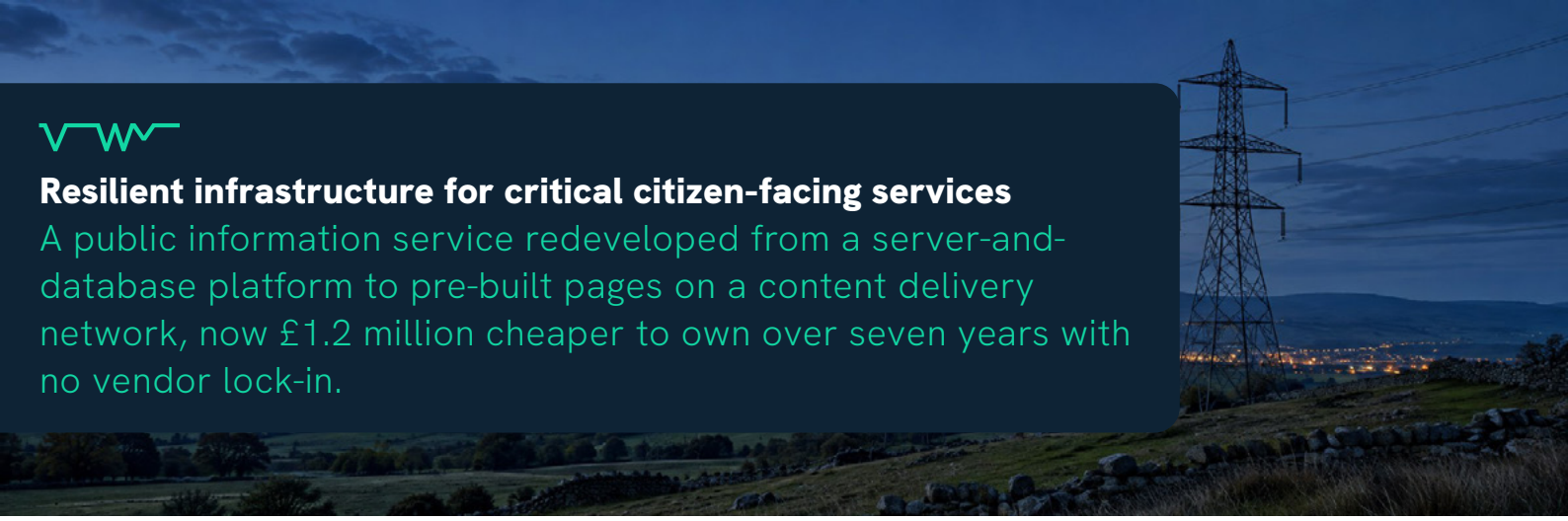


Resilient infrastructure for critical citizen-facing services

A public information service redeveloped from a server-and-database platform to pre-built pages on a content delivery network, now £1.2 million cheaper to own over seven years with no vendor lock-in.

Lower ownership costs
No servers or databases on the public path to run, patch or size for peak; cost of ownership £1.2 million lower over seven years.

Easier to change
A new decoupled publishing system lets the right people make changes at critical times, independently of the public site.

Free to move
Moving to an edge and client-side architecture turns the service's hosting needs into a commodity, so it can move between providers for cost or technical benefit.

More available
Three layers of fallback are built in, so a component failure is covered by another delivery path rather than an outage.

CHALLENGE

The organisation's public information service ran on a conventional server-and-database platform, which has to be sized, paid for and patched for peak traffic that arrives only for short periods, and which can only move host by moving servers and data. The redevelopment was the opportunity to change the architecture. The organisation wanted **critical citizen-facing infrastructure** that cost less to own, that its own team could run and change, and that did not depend on one hosting provider.

SOLUTION

We redeveloped the service so that the work happens at publication rather than on each request. No server or database sits on the public path, so peak traffic is handled by an **edge compute and storage network**, and pages keep being served even when the systems behind them are unavailable. A decoupled publishing system lets the organisation's own team release changes during peak demand without touching what the public is reading, and open standards mean the service can **move between hosting providers** without a rebuild.

	PREVIOUS PLATFORM	REDEVELOPED PLATFORM
Pages are made:	On every request	**Once, at publication**
A request is answered by:	Application servers and a database	**A file at the network edge**
Peak traffic needs:	Capacity bought in advance	**Nothing extra from the organisation**
Changing host means:	Migrating servers and data	**Serving the same files elsewhere**

£1.2m

LOWER COST OF OWNERSHIP OVER SEVEN YEARS

100k+

REQUESTS PER SECOND SUSTAINED IN LOAD TESTING

99.99%

OF REQUESTS ANSWERED IN LOAD TESTING

CONCLUSION

The redevelopment gave the organisation a service that costs £1.2 million less to own over seven years, that its own team can change at critical times, that keeps serving when components fail, and that can change provider when it needs to. The same approach suits any public service that is read far more often than it changes.

Thank you for reading

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