

Cloud Gateway empowering Avon & Somerset Police

Neos Networks worked with Cloud Gateway to support Avon and Somerset Police's transition to cloud-first services.

In an era defined by digital transformation, organisations across all sectors are tasked with the challenge of modernising their infrastructure to meet evolving demands. Avon & Somerset Police (ASP), entrusted with the critical duty of ensuring public safety, found themselves at the intersection of technology and law enforcement.

Faced with legacy networks, systems, skill shortages, and the imperative to embrace cloud technologies, ASP sought a partner to navigate this complex landscape. Enter Cloud Gateway, a leading provider of secure cloud connectivity solutions. Commissioned in April 2022, Cloud Gateway embarked on a journey with ASP to revamp their network infrastructure, aligning it with modern best practices while paving the way for future innovation.

This case study delves into the challenges ASP encountered, the tailored solution provided by Cloud Gateway and Neos Networks, and the transformative impact it has had on ASP's operations and capabilities.

The challenge

Network modernisation: Avon & Somerset Police (ASP) faced the imperative to modernise its network infrastructure. The existing setup, burdened by legacy systems, struggled to keep pace with the force's evolving operational needs and industry best practice. Without having the right network foundations in place, they wouldn't be able to access the data and systems they need when developing innovative apps and bot services.

Operational resilience: The need for operational resilience was a primary consideration. Ensuring uninterrupted service delivery and response capabilities demanded improvements in network routing and dynamic failover mechanisms. It is imperative that operational staff have uninterrupted connectivity to the network in order for them to be able to access the systems they need while dealing with live incidents.

Cloud adoption: ASP recognised the transformative potential of cloud technologies. However, the existing network architecture posed challenges to seamless cloud integration. They sought a solution that would accelerate cloud adoption while providing greater control and visibility over network operations. As more and more policing data is stored in the cloud, ASP needed fast, secure and affordable access.

ASP's challenges mirrored those faced by many organisations in the midst of digital transformation. They needed a solution that not only addressed immediate concerns but also laid a robust digital foundation for future growth and innovation.

The solution

Next-generation connectivity: When deploying a comprehensive, secure cloud connectivity solution for ASP, Neos Networks infrastructure played a pivotal role in facilitating Cloud Gateway's solutions. This strategic collaboration allowed ASP to align its network infrastructure with its cloud adoption strategy and broader digital transformation objectives.

Managed WAN service: Recognising the complexity of transitioning from traditional network architectures, Cloud Gateway devised a phased migration plan. This plan involved migrating ASP's WAN from their incumbent provider to Cloud Gateway's fabric over a three-year period, with 20% of sites migrating annually.

Scalable solution: Central to the solution's design was its scalability. Cloud Gateway ensured that the solution could evolve alongside ASP's changing needs, offering flexibility to adapt to emerging challenges and technological advancements.

Cloud Gateway's solution provided ASP with a clear pathway to modernisation. By gradually migrating sites and providing on-demand access to a suite of network and security tools, ASP not only gained enhanced technical capabilities but also increased agility and responsiveness. They achieved direct access to the cloud, internet and PSN services without backhauling via the main Avon & Somerset network, plus all migrated sites received increased bearer bandwidths and new CPE router hardware.

"We just love working with Neos Networks. We trust their expertise and experience to deliver, and I can always find my Neos Account Director when we need help. Like us, they're collaborative and focused on the customer, working with us for the long term."

Naomi Bolton, Account Manager at Cloud Gateway



The outcome

Enhanced security: ASP experienced a significant boost in security with Cloud Gateway's solution. Site-specific security measures, increased bearer bandwidths, and direct access to cloud services fortified the network against evolving threats.

Improved resilience: The migration to Cloud Gateway's network fabric enhanced ASP's network resilience and redundancy. This ensured that critical operations could continue uninterrupted, even in the face of disruptions or connectivity failures.

Operational efficiency: By entrusting their WAN management to Cloud Gateway, ASP streamlined operations and improved overall efficiency. This allowed for the rapid deployment of proof of concepts and innovation initiatives, fostering a culture of continuous improvement and adaptation. Cloud Gateway's solution delivers tangible benefits to Avon & Somerset Police. By strengthening security measures, bridging skill gaps, and fostering collaboration, ASP was well-positioned to navigate the evolving landscape of UK law enforcement.

As they continue to develop innovative solutions for operational policing, this new approach to networking gives ASP the flexibility they need to make the most of their applications and robotic solutions, mining data from a number of applications, with the potential to share with other forces more easily and securely.


The partnership with Cloud Gateway not only addressed immediate challenges but also laid a solid foundation for ASP's future growth and success in the cloud age.





Your success story

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Get in touch. We'll be happy to make connectivity work for your organisation.

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About us

Neos Networks has the UK's largest business-dedicated network. With over 600 points of presence and 90 data centres nationwide, Neos provides high capacity critical connectivity for businesses, from telecoms and energy to banking and emergency services.

Agile and customer-focused with almost limitless scale, Neos enables emerging technologies like AI, 5G and IoT, making connectivity work for Britain.