



## Benefits

**PSBA (Public Sector Broadband Aggregation) delivers a range of broadband, voice, video and data services to the public sector in Wales.**

PSBA enables collaboration and shared services so that the citizens of Wales benefit from improved public service delivery.

The network that supports these services has been designed and built in Wales to meet the specific needs of the Welsh public sector.

### Reduction in total costs

By consolidating expenditure and buying a single underlying technology platform, managed on its behalf by a communications service integrator, the public sector in Wales gets more for its money.

There is also no need for multiple individual procurements for wide area networking services, again resulting in cost savings. Everyone uses a shared underlying technology platform built from common infrastructure elements, with each organisation still retaining control of expenditure through choice of services and service level that they require.

### Quality of service

Each customer's wide area network is configured to support Quality of Service (QoS) as standard, allowing business critical applications and time-sensitive traffic (such as VoIP, thin-client applications and video) to be prioritised across the network. QoS is an integral part of the PSBA network.

### Full national network coverage

The PSBA network covers the whole of Wales with access to over 200 Points of Presence. The number of gateways to other key public sector networks is growing and includes JANET (for education), N3 (for health) and GCSx (secure interactions between connected local authorities and organisations)

## enabling service delivery

### Resilient networking

The PSBA network has been designed from the start to provide service continuity. Core resilience is integral in the design. High availability and resilience of connectivity to key end sites is also provided.

### Security

The security of all of the PSBA services is paramount. This includes physical security, protection of network traffic in transit, and maintaining availability of the services.

Resilient design, securely located equipment with controlled access, professionally managed firewalls and the capability to handle traffic to IL3 level (RESTRICTED traffic) are all key features underpinning the PSBA network security.

### Network monitoring

Specialised network-monitoring tools allow the PSBA team to monitor the overall network performance and take pre-emptive action where potential problems are building.

Network monitoring information is accessible to staff within customer organisations via the PSBA service portal. Users have secure access to the portal to enable them to see the real-time status of their network services and to monitor local service performance.

### 24x7 support

Logicalis, operating from Nantgarw and Slough, provides 24x7 engineering cover and pro-active fault finding. The PSBA team acts as a single point of contact for overall communications so that customers only need to call one number to be connected to a highly trained support team engineer.

