



**MANAGEMENT
STUDIO**

MANAGEMENTSTUDIO CASE STUDY

Portsmouth City Council – Transforming IT Estate

Management with ManagementStudio

27/01/2026

Table of Contents

Overview	1
Implementation	1
Application Rationalisation	1
Supporting Windows 11 Migration	1
Reporting	2
Survey and End-User Experience Measurement	2
Quality of Technology and Support	2
Benefits Delivered	2
Future Direction.	3

Overview

Portsmouth City Council (PCC) has adopted ManagementStudio as a central platform to manage its complete IT estate, encompassing 3,000 users and more than 1,800 applications. Led by Gavin Bridges, Business Systems Application Analyst in the IT Business Team, PCC's implementation is notable in that it is not tied to a single transformation project. Instead, the platform has been deployed as a long-term operational solution for oversight, control, and rationalisation across the entire IT environment.

Following a recent organisational restructure, PCC identified a need for greater consistency and control, minimising duplicated deployment and management efforts. Their strategic IT partner, Ultima, recommended ManagementStudio - a platform they themselves use internally - which prompted PCC to explore the solution.

Implementation

A consultation session with ManagementStudio led to a short Proof of Concept (PoC), which quickly confirmed the platform's value. According to Mr Bridges: "My thoughts post-PoC were 'This is good, we'll have it!'"

Application Rationalisation

One of the earliest wins was application rationalisation. Using ManagementStudio, PCC reduced its application estate from more than 1,800 applications to fewer than 900.

For example, the council consolidated three internal messaging tools - Jabber, Teams, and Slack - down to a single platform (Microsoft Teams). Ongoing analysis within ManagementStudio continues to surface unused software, duplication, and rationalisation opportunities.

Supporting Windows 11 Migration

During the council's migration from Windows 10 to Windows 11, ManagementStudio provided visibility and insights that enabled further rationalisation and process improvements. This ensured a smoother transition and helped optimise both applications and deployment workflows.

Reporting

Reporting has delivered significant value to PCC. Using ManagementStudio's web-based reporting, Mr Bridges provides senior leadership with continuous visibility of IT progress, removing the need for recurring update meetings and ensuring real-time transparency. Additional sub-reports have been created for peer groups such as cybersecurity, providing tailored, relevant information refreshed automatically on a daily basis.

Survey and End-User Experience Measurement

PCC plans to use ManagementStudio's survey functionality to measure employee satisfaction with IT services. This will help ensure staff have the tools they need to work effectively, particularly users with accessibility requirements, supporting PCC's wider commitment to inclusivity.

Quality of Technology and Support

Mr Bridges emphasises two key criteria for evaluating technology:

- a) the product must work as required, and
- b) the support team must listen and respond.

He notes that ManagementStudio meets both expectations and provides a strong foundation for future planning.

Benefits Delivered

ManagementStudio has significantly increased efficiency across the IT team. While PCC, as a public-sector organisation, focuses on service optimisation rather than cost savings, these efficiencies ensure better stewardship of taxpayer funds and improved outcomes for residents.

Mr Bridges uses Flexera's Snow Asset Management for licensing management alongside ManagementStudio and is eager to explore ManagementStudio's integration with Snow sometime in the future.

A particularly notable outcome has been the uplift in team capability. Previously, application deployment expertise was limited to Mr Bridges, who

holds a Microsoft accreditation. With ManagementStudio, his team became proficient in application deployment within just two months, an accreditation that took Mr Bridges nearly a year to master.

As Mr Bridges states:

“ManagementStudio has revolutionised how we deploy and manage our applications.”

Future Direction.

Hampshire County Council is currently exploring Local Government Reorganisation (LGR) proposals, potentially consolidating multiple councils into fewer, larger unitary authorities. Mr Bridges believes ManagementStudio could play a central role in any future IT integrations. “ManagementStudio can plug into different domains and identify what they consist of. It is very versatile and will enable us to plan and design very effectively for the future.”

Looking ahead, PCC will extend its use of ManagementStudio to manage the council’s Peoples’ Network, which provides public internet access across libraries and community locations. This expansion will support improved digital accessibility for residents and contribute to PCC’s broader digital inclusion goals.

Portsmouth is also a candidate for City of Culture 2026 – a recognition greatly influenced by the innovative work being delivered across the council, including within its IT services.