

4C impress at Liverpool School of Tropical Medicine

Founded in 1898, Liverpool School of Tropical Medicine (LSTM) was the world's first institution devoted primarily to tropical health. LSTM is well known internationally for its pioneering work in the field of medicine and has links with UN organisations, health ministries, universities, non-governmental organisations and research institutions worldwide. Its mission is to work in partnership with these organisations to control diseases of poverty and to develop more effective systems for global healthcare.



4C has helped with the ongoing requirements for the expansion of the Liverpool School of Tropical Medicine

A state of the art solution

Ten years in the planning, the School opened its new Centre for Tropical and Infectious Diseases (the CTID building), in January 2009 right in the heart of Liverpool city centre. Requiring an investment of around £23 million, the building is symbolic of the growth that LSTM has been experiencing - and the need for expansion to maintain its position at the forefront of medical study. Designed as a world leading research, development and teaching facility, LSTM were eager to ensure that the communication facilities were also state of the art. The key drivers for the project were:

1. The need for fully proven communication facilities to be tested and in place well before the opening of the build.
2. The need for the creation of additional work areas for research students plus 120 staff.
3. The School's ageing iSDX system was already at capacity and would be unable to cope with the demands made on it by the new building.

Having already worked with the Liverpool School of Tropical Medicine advising on the procurement and implementation of a new telephony solution the previous year, 4C Strategies had a proven record with the School and were duly appointed as independent consultants for this prestigious new project.

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The brief was to advise the School throughout the procurement process and to select and manage the implementation of a high end telephony solution. With intense timescales up to the practical completion of the new build, 4C Strategies worked closely with the School to identify and understand the key requirements and deliverables for the four campus sites.

With the opening scheduled for early in the new year, deadlines were a significant consideration throughout the project. Following a tight invitation to tender period and evaluation exercise, 4C worked with the School to advise them throughout the process to selection of technology and supplier - a crucial decision to get right. Selection was carried out via the OGC (Office of Government Commerce) Supplier Framework and the following outcomes were achieved:

- 4C recommended the installation of Alcatel-Lucent's Omni-PCX Enterprise Communications solution.
- As a key requirement for the School was to support staff in both the old and new buildings during the migration period, 4C Strategies advised an approach combining support for traditional digital telephony, together with IP telephony and multimedia/team working communication facilities.
- Through close collaboration with the telephony supplier, network services provider and local engineering support for existing equipment and staff, 4C was able to manage the implementation on behalf of the School to ensure that the key deadline and go live dates were adhered to.
- When the new building opened its doors to staff on the 18th January 2009, 4C Strategies, working with all the relevant suppliers and third parties, had completed testing of the solution and verified the day one configuration for the School, allowing personnel to move seamlessly between sites with no disruption to communication facilities on their first day of service.

A fruitful working partnership

The successfully and timely deployment of the enhanced communication facilities between the new CTID building and the other campus locations has increased the School's ability to carry out research dedicated to the development of new drugs and pesticides to combat some of the world's deadliest diseases. Staff involved in the project valued 4C's contribution and approach, highly recommending the consultancy for their knowledge and 'can do' attitude. Alistair McGuffie, FM Project Manager was so pleased with 4C's input that he would be more than happy to work with the company again in the future. "I was impressed by 4C's work on the LSTM project. I felt confident in the proposals put forward and pleased with the end result, I would have no hesitation in using 4C again in the future."

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