

Cannock Chase District Council praise 4C's 'professionalism and expertise'

Cannock Chase District Council (www.cannockchasedc.gov.uk) is located in the industrial Midlands, between Stafford and Birmingham. Once the centre of a thriving coal mining industry, the region combines the urban and the rural with major transport systems as well as encompassing an Area of Outstanding Natural Beauty. The Council administers a range of essential services from leisure through to housing for around 90,000 residents across the areas of Cannock, Hednesford and Rugeley.



Cannock Council's boundary includes an area of outstanding natural beauty which is well used by walkers, horse riders and cyclists

Meeting the challenge of 700 users over 5 sites

Many local authorities have diverse and demanding communication requirements and Cannock Chase District Council (CDDC) is no different. Organised over five main sites across the region, and with around 700 users, the Council recognised that it needed a resilient and modern telephony service to cope with the demands placed upon it. Accordingly, it was decided that the voice infrastructure was in need of review, with the aim of procuring a new system that could meet the needs of staff and clients.

The key drivers for the project were:

1. The Council was looking to replace its current telephony infrastructure which was becoming obsolescent.
2. The need to procure a modern enterprise class telephony solution, capable of advanced functionality.
3. The need for a system which would enable greater efficiency within the Council and ultimately offer an improved service for local residents.

4C Strategies



4C Strategies was retained by the Council to assist with the whole process: from developing the tender, through to evaluation and procurement. With extensive experience of working for a range of clients in the public sector, including local authorities from across the UK, 4C was ideally placed to offer the expertise and knowledge necessary to see the process through to a successful completion.

The first stage of the project was the development of comprehensive tender documentation which ensured that the requirements for the new system were clearly identified for both Council staff and suppliers. An added issue was the fact that the turnaround time for the tender process was tight: the invitation to tender was issued at the beginning of November, with a view to appointing a supplier prior to the Christmas holidays. The Council was also keen to include a number of specific suppliers as part of the tender process and utilised the outgoing purchasing and supply agency (PASA) framework to achieve this.

As the deadlines for completing the tender process were so tight, 4C's consultants worked closely with key personnel at the Council, utilising 4C's online collaboration tools where beneficial to ensure that the timescales were adhered to and that the whole procedure ran smoothly. 4C also helped to ensure that the Council's evaluation followed a fully auditable route.

The benefits for Cannock Chase District Council

4C Strategies assisted with all stages of the procurement and evaluation process: from advising on short listing suppliers, through to evaluating the resulting solutions proposed to the Council. Using their extensive knowledge of the public sector and the telephony industry, 4C Strategies was able to recommend a preferred supplier and a robust solution within the time specified.

The outcomes of the tender, procurement and evaluation included:

- The appointment of a reliable and cost effective supplier
- The procurement of a resilient and future proof telephony platform from Avaya
- The procurement of a telephony system which met the budget constraints whilst providing a fully robust solution.

An independent partner

Staff and personnel at Cannock Chase District Council felt that the step by step assistance and advice provided by 4C was invaluable throughout the whole process. Tan Ali, the ICT Manager for Cannock Chase District Council comments, "I would like to thank 4C Strategies for assisting the Council through what proved a difficult and challenging procurement. At all times, 4C demonstrated a professionalism, expertise and great technical knowledge which proved invaluable; I look forward to working with them again in the future."

To find out how you can make more of your communications by having a clear strategy in place, contact 4C to arrange for an initial no-obligation fact finding consultation. **Visit our website www.4c.co.uk, call 01858 438 938 or email office@4c.co.uk.**

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