



## Leicestershire County Council

### Business Need

The imminent withdrawal of technical support for its existing telephone system meant Leicestershire County Council was faced with replacing its PBX at County Hall. To identify the most appropriate way forward, the Council retained 4C to assess the business requirements and develop an appropriate countywide technology strategy.

### Key Challenges

- Large central site with 2500 extensions and multiple remote sites of varying size and operational activities
- Fixed deadline for introducing the new technology at County Hall
- A data network without Quality of Service or inline power
- The need to support and enable the Council's 'Better Access to Better Services' initiative
- The need to adopt a phased migration from the old system

### Recommended Solution

Following a comprehensive review of the business requirements that involved meeting senior representatives of each department, we recommended a solution that comprised:

- IP architecture with an office telephony application for standard users
- IP feature phones with displays to improve call handling and customer service
- Unified messaging to deliver voice mail and email to a common inbox
- A new telephone management system to monitor usage and issue departmental bills

### Results

Following a competitive tender exercise, the Council purchased an Alcatel Omni PCX Enterprise solution from NextiraOne. This has provided the Council with a modern and seamless communication solution that is capable of delivering any telephony based application to any user irrespective of their geographical location in the county.

This has allowed the Council to improve the:

- Productivity of office personnel from facilities such as 'dial by name' and unified messaging
- Quality of service delivered to customers contacting the Council for help and information

The next stage of the project is to roll out the telephony applications to the Council's remote sites across the County.

### 4C Involvement

4C has assisted the Council over a 24-month period to deliver the project from inception to completion. Key deliverables included:

- Independent and impartial strategy report
- Technical specification
- Mentoring support for the Council's Project Manager

### Client's View

"This has been an exemplary project, delivered on time and on budget. The professionalism and commitment of the LCC team was matched by the support from our consultants 4C".

#### Andy Roberts

Head of Information & Communication Technology