

Central Government Case Study

Situation

A high profile Central Government Department had a requirement to replace an ageing legacy IT and Communications infrastructure with a directive from all senior stakeholders to implement an innovative COTS based solution which would transform the way that the user base communicated for both internal and external communication.

The project was therefore stood up to deliver the following:

- Rationalisation of telephony services and connectivity.
- Implementation of a resilient service to ensure service continuity operating on a confidential network.
- Increase of user flexibility and functionality (e.g. log in anywhere, new smarter way of working).
- Delivery of specialist requirements such as Ministerial Whisper, Switchboard.
- Delivery of general requirements (including, IP desk phones, integrated voicemail & audio conferencing).
- A solution capable of future expansion (additional sites and user volumes).

Action

The consulting team were selected on recommendation from another key Government Department to capture the business and technology functional and non-functional requirements and work with the internal ICTS Leadership Team to define a strategy and a series of recommendations to meet the initial scope of the project.

Having successfully completed this comprehensive exercise this in turn led to an instruction to design the final state architecture working in partnership with experts from leading technology vendors.

The solution was designed as a single logical operational platform distributed across multiple strategic data centres. Configured for high levels of resilience and security with no single point of failure, supporting a user base of 350 users with simple intuitive user interfaces to enable smarter ways of working on both fixed IP and mobile devices.

The consulting team focused not only on the initial design of the architecture but paid particular attention to the technology roadmap of all the solution components and furthermore support for industry standards to ensure the solution would not take the Department down any technology cull de sacks and therefore remaining future proofed for 5 to 7 years of operation.

Key technology partners for this solution included amongst other Avaya, Juniper, CTI Data and Empirix.

Of equal importance was the design for the overall end to end 24x7x365 operational service including critically the migration of the high profile user base on to the new infrastructure over a number of carefully planned migration opportunity windows.

Working closely with the skilled delivery team ensured that the project met all of the key milestones and positively impacted the operational performance and the overall customer journey.

Much of the success of this project was attributed to the comprehensive and tailored testing programme which the team completed in partnership with the internal ICTS Leadership Team and key users. Key resources were also recognised for their unrivalled experience, expertise and commitment on the project.

Results

- The delivery of a new robust infrastructure with the potential to easily scale and integrate to smarter ways of working innovation.
- A new tailored service simplifying moves, ads and changes and providing more comprehensive management control.
- A significantly improved total cost of ownership compared with the previous service.
- A client wax lyrical about the execution of the project end to end and available on request for telephone reference or on-site interview.