

County Council Unified Communications Case Study

Situation

A large disparate county council was undertaking an authority wide transformation programme aimed at:

- Migrating from legacy TDM systems to Voice over IP based platform in order to consolidate voice and data traffic on a single IP Wide Area Network.
- Mitigating the risk associated with the existing telephony infrastructure reaching its 'end of life' date.
- Rationalising offices and desks to reduce real estate costs.
- Implementing flexible working across office, home and mobile environments for efficiency improvements.
- Harnessing advanced technology to empower a customer focused work force.

To achieve the transformation programme the county council would replace their legacy systems across the county with Avaya's suite of products allowing the council to meet its objectives of providing a centralised unified communications platform capable of providing long term cost savings.

Action

The project was suffering from numerous delays when Obrar were engaged to provide experienced consultants to fulfil the lead technical project management roles, to bring the project back on track and ensure that the project deliverables met the required quality standards. This was a particularly challenging project as previous delays had led the project board to question the credibility/feasibility of the proposed solution.

Also, this was one of the first implementations of Avaya Communications Manager 6.0 in the country and the first time it had been integrated into the Avaya One-X Unified Communications platform.

During the test phase of the project Obrar provided test analysts to write comprehensive test scripts, to manage the system integration testing and functional/ non-functional operation testing, and to facilitate the user acceptance testing.

Our consultant's worked tirelessly with vendors, suppliers and council staff to build out and test the new solution and then manage the migration of 3,500 users across 50+ sites to it.

Results

The successful delivery of a modern, highly available, flexible, scalable Unified Communications platform supporting 3,500 users that significantly increases the council staff's productivity through:

- Mobile phone integration
- Unified messaging
- Audio conferencing
- Web conferencing
- Presence and Instant Messaging
- Home working and that also provides cost reduction through 'hot desking' and convergence of voice and data onto a single network.