

Youth Justice Board Telephony Requirements Case Study

Situation

The Youth Justice Board (YJB) for England & Wales had identified the need to relocate their headquarters, to a new green field site. With this decision taken the ICT department had been asked to look into using best of breed technologies to improve the business tools available to users and improve the overall user's experience of ICT.

The business team were looking to introduce a flexible working approach in the new location and also allow increased possibilities for staff to work remotely. The YJB were primarily a back office function but also had a Placement and Casework Service Centre that in essence had functionality very similar to a modern day contact centre.

Action

The ICT department had identified Avaya as the “best of breed” telephony solution and VoIP as the protocol of choice for the new location and for remote business working.

Obrar were asked to provide a consultant to deliver the following requirements:

- Assess and validate the choice of Voice over IP telephony solution which would be used in the proposed new headquarters location
- Gather the business requirements from all relevant departments and representatives who would be using the new solution
- Provide a telephony design based on the business requirements
- Provide any additional recommendations based on the new telephony solution and contact centre requirements
- Provide infrastructure and network requirements which will be integrated in to the telephony design
- Provide a telephony solution quotation
- Provide telephony technical support options

Obrar worked with the various departments' representatives and the ICT Services Department to confirm their findings and delivered a comprehensive report included all of the key deliverables outlined above.

Results

Obrar's concise documentation allowed the Youth Justice Board to confirm their solution of choice along with some key recommendations and costs, this allowed them to make a more informed decision on the relocation timelines as well as making any project cost adjustments.

