

# CUSTOMER EXPERIENCE



## ABOUT DACORUM BOROUGH COUNCIL

**Type:** Local Government – Council

**Location:** Dacorum, UK

**Configuration:** Mitel IP Solution and  
Mitel Teleworker Solution

**Website:** [www.dacorum.gov.uk](http://www.dacorum.gov.uk)

## CUSTOMER NEEDS

- To improve communication between the 17 disparate offices
- To reduce costs
- Seamless migration to IP telephony when required
- To enable remote and home working

*“The implemented solutions have saved around £40,000 per year and have increased the network response by up to five times its previous speed.”*

– Gary Olsen, Service Support Manager,  
Dacorum Borough Council

## Dacorum Borough Council – An ounce of prevention is worth a pound of cure

Situated in the south of England, Dacorum Borough Council encompasses of the towns of Hemel Hempstead, Berkhamsted and Tring, in addition to a number of large and small villages.

The council is responsible for the provision of many services, including such things as street lighting, libraries, housing, cemeteries, recycling and leisure services. With such a wide array of services to deliver, the council needs a reliable communications infrastructure to effectively coordinate staff and services.

However, as the council is spread across three towns and several villages, the communications infrastructure was complex and costly to maintain. For many, the communications experience was highly dependent on the site they were stationed at.

Headquartered in Hemel Hempstead, with 16 satellite offices scattered across the region, the Council decided to deploy secure remote access technology to improve communications between sites. A specialist provider in secure networking and communications technology was engaged to deliver access to the Council's applications from remote sites.

The channel worked closely with Dacorum Council to gain a clear understanding of what the Council was trying to achieve and soon became involved in helping the Council develop a long-term communications strategy, which encompassed both voice and data infrastructure.

**SOLUTION COMPONENTS**

- Mitel 3300 IP Communications Platform (ICP)
- Mitel Teleworker Solution

**RESULTS**

- £40K cost saving per annum
- Facilitates hot desking and home working improving the work / life balance of employees
- Investment protection of existing technology enabling a seamless migration to IP telephony

Through this consultative approach, it was determined that the Council would be able to achieve substantial savings through restructuring some of the network lines it was leasing. In a comprehensive review, the channel advised the Council to replace BT Megastream with LES 10 circuits and to deploy EPS-8 copper circuits for small locations with only 1 to 2 people situated on site. EPS-8 copper circuits are a very cost effective technology that supports DSL. Upon completion of the network review, the channel provided Dacorum Council with a network design that was highly cost effective: providing the Council with a cost saving of £40,000.

Over and above accessing corporate applications, it was vitally important that staff were able to easily communicate with one another and with the public, by phone. As Dacorum had an Ericsson MD110 in place for telephony, the channel recommended the deployment of Mitel® Networks IP Telephony to support the outlying sites. The Mitel 3300 IP Communications Platform (ICP) is designed to work with other manufacturer's PBX systems, meaning organisations can retain their current PBX and add new users or new communications applications by way of the 3300 ICP.

Mitel has one of the highest levels of DPNSS integration's on the market, providing for a high level of interoperability with traditional switches like the Ericsson MD110. To ensure features work across disparate telephone systems, manufacturers of telephony equipment worked together to establish signaling protocols to support features and functionality between telephone systems. DPNSS (Digital Private Network Signaling System) was designed to provide communication between different PBXs. If an organization needs to integrate existing PBXs, DPNSS is difficult to do without.

Mitel offered Dacorum Council an opportunity to evolve to IP Communications over time, based on their ability to invest in new technology. The Mitel 3300 sits gracefully alongside the Ericsson MD110, providing telephony to the outlying sites. To accomplish this, a number of Mitel 3300 CX platforms have been deployed across the network to provide telephony to outlying sites. For some sites, the Mitel 3300 CXi was deployed as it features built-in Power over Ethernet, thereby simplifying the technology infrastructure at the site.

With Mitel telephony in place at the outlying sites, the Council has been able to take advantage of hot desking. This has had mass appeal for the multitude of staff who travel from site to site, allowing them to log into their own profile to access their personal speed dial keys and indeed to have their own directory number while sitting at that desk.

The Mitel Teleworker Solution could overcome the challenges of providing voice communications to some of the micro sites run by the Council. Having deployed EPS-8 copper circuits to the micro sites, it was merely a matter of adding DSL to enable IP telephony to be supported. Mitel offers simply one of the Teleworking products on the market; offering remote workers and micro sites directory number access to the central voice system with all of the same features as the main host site, like voice mail, centralized directory and conferencing.

Over and above supporting micro sites, Mitel Teleworker Solution is an ideal solution for extending communications beyond the council walls for homeworkers and to facilitate flexible working. Dacorum Council has provided Mitel Teleworker Solution to a number of councilors to enable them to work extended hours from the comfort of their home.

To realize the benefits of the voice and data technologies the Council invested in, it was crucial that the underlying infrastructure was robust and capable of supporting them. The channel identified that Extreme Networks edge technology was the best in class technology to deliver the networking capabilities for the outlying sites. As voice communications are sensitive to delay, quality of service is critical to its delivery, Extreme Networks was chosen based on its reputation to provide high availability and voice quality service. Moreover, Extreme Networks is renowned for its comprehensive security features, an important element in delivering secure remote access for the Council. While Dacorum Council still maintains a 3com switch at the core, it is part of a planned migration to Extreme Networks core switching technology.

The channel continues to play an active role in supporting the Council's migration to IP Communications and state of the art networking technology providing first line support to the Council, identifying the nature of the issue and liaising with BT on behalf of the Council.

The project has been a genuine success for the Council, allowing Dacorum to realise real cost savings on the WAN, while enabling better communications across the Council. Dacorum Council have taken a wise decision by evolving to IP Communications and are reaping the advantages of new technology without breaking the bank.

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