

## City of York Council converges voice and data networks with Mitel

### CUSTOMER NEEDS

- Migrate to a converged voice and data network
- Provide corporate telephony services for home-workers
- Install a voice and data communications network that will assist and support the merger of 37 different council sites and applications to be added on when required

### SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel Contact Center Solution
- Mitel Teleworker Solution
- Mitel IP Phones

### RESULTS

- Lower communications costs for inter-site calling
- Installed the Mitel Teleworker Solution to improve employees work-life balance and retain staff
- Reduced costs of moving staff from one location to another
- A communications solution that will evolve with the organization and will cope with the reduction of 37 main sites to just one or two greenfield sites in three to four years time



Having a traditional voice network was costly for the council and office staff were unnecessarily deskbound. Moving staff from one location to another caused an extensive workload for the telecoms team, as moves, adds and changes were time consuming and costly. When staff worked outside of the office, workers did not have access to the central data network and phone calls had to be made using a mobile phone, which was both costly and impractical.

In 2004 the City of York Council looked into how the council's voice and data networks could be managed more efficiently. It quickly became apparent that by using a more suitable communications network, City of York Council could improve its use of resources and cut on-going costs in the process. The City of York Council determined that by replacing its stand-alone analog voice system with an IP (Internet Protocol) communications network, it could reduce ongoing communications costs, enable its network to evolve with the organization and introduce new applications into the workplace.

Following an evaluation process of suitable solutions the City of York Council decided to deploy a Mitel 3300 Integrated Communications Platform (ICP) complemented by the Mitel Contact Center Solution, Mitel Teleworker Solution and 2,500 Mitel IP handsets.

The council's system users now have access to a converged voice and data communications network that creates more efficient working practices, cuts costs and integrates with the Cisco data network.

The Mitel Networked Business Solution immediately offered reduced communications costs for the City of York Council through toll-free calls across the council's different sites. The 2,500 system users, including administration, human resources, finance, public services, housing and planning staff, can now take advantage of the sophisticated communications applications brought about by using the 3300 ICP.



it's about **YOU**

# Customer Experience

## → City of York Council

### ABOUT CITY OF YORK COUNCIL

The historic northern City of York is home to 184,000 inhabitants and is visited by over four million tourists each year. With 5,500 members of staff, City of York Council is the largest employer in the region. The council has a budget of £166 million a year, and covers an area of 105 square miles.

*“The Mitel IP Telephony system integrates seamlessly with the Cisco data network and voice calls no longer require a separate network to travel on. This has enabled us to centralize communications across the council, enabling the main accommodation sites to have the same access to communications. This has meant we have been able to improve communications both internally and with the public, thereby improving public services. The introduction of Mitel IP Telephony means that we can now offer our employees the option of working from home with office-like network access, which will help us to retain talented workers and improve their work-life balance.”*

– Roy Grant, Head of IT Operational Services, City of York Council

With the new system in place, the council will be able to take advantage of applications like video conferencing, audio conferencing, presence and availability tools integrated into Your Assistant Desktop Voice controls, wireless handsets and much more.

Due to the success of a mini Mitel call center to administer a small selection of its services, using its new communications capabilities, the City of York Council has plans to deploy a Customer Contact Center Solution to cover a wider range of services.

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“With IP Communications, calls can now be routed more efficiently and will enable the future centralization of public telephony services” continued Roy Grant. “With the Mitel Contact Center, our citizens’ calls will be answered by a dedicated delegate equipped to either deal with the enquiry at the first point of contact, or route the call to the most suitable member of staff. This will reduce call waiting times and increase customer satisfaction.”

In the future, the City of York Council aims to consolidate its numerous sites into one green field development. Using IP Communications, all moves, adds and changes can be managed online, so that technical staff can focus more on core tasks and less on network maintenance. The council now has a flexible IP communications system that will evolve with their organization and has resulted in a more agile operation.

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