



**family
mosaic**

Family Mosaic has developed a strategic partnership with Britannic Technologies that has helped create a business enabling, resilient telephony platform from Mitel to support its current and future business needs.

In 2009 Family Mosaic launched a brand new customer services contact centre, also from Mitel, that has been recognised as one of the top 50 call centres in the country for its design. Family Mosaic prides itself on successfully completing each project that it undertakes, and it is now focusing on how to use telephony to enhance call handling and customer satisfaction.

Now that the contact centre is a proven business enabling function, Family Mosaic are taking the next step and undertaking a strategic review of its telephony enterprise and working with Britannic to establish a long term roadmap that will drive forward the business objectives of the organisation.

Consolidation

Family Mosaic has consolidated its technology supplier base down to less than 30 and considers these relationships to be vital to service delivery improvements. "All suppliers give a good service these days," say Saul Stevens, IT Director, Family Mosaic, "but finding a supplier who really understands our business and has the strategic vision to work

with us to support and develop a long term plan is not so easy."

Partnership

Family Mosaic began its search for a strategic partner and in April 2010 and Britannic Technologies were awarded a multiple year support contract for the Family Mosaic. Britannic's prime objective was to head up the technology strategy and to ensure it delivered a return on investment and real business value. Britannic supplied Mitel telephony, contact centre and Cisco networks.

Establishing a true partnership was of fundamental importance to Family Mosaic and the role of the account director has been vital in developing these bonds of trust. Working collaboratively with the technical team at Britannic, the account management team have delivered a clear vision for the future that demonstrated how Family Mosaic might virtualise, centralise and gain business advantage from its use of the telephony aspects of ICT.

Like most organisations in the sector, Family Mosaic is very cost conscious, with limited IT resource. Managing current IT demands puts pressure on the department, therefore the need to be forward thinking and develop strategic direction for the next three years required outside assistance.



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The Solution

Britannic Technologies help Family Mosaic by undertaking regular functionality and process audits and recommended several immediate steps to improve the service offering and then set about working on a strategic plan.

The first major project is to integrate repairs into the call centre. This involves new calling plans, routing and switches. Family Mosaic will also be focusing on the potential benefits of SIP trunking, mobile twinning and the further roll out of a teleworker home support mechanism.

In terms of infrastructure Family Mosaic have an N+1 data centre sitting at the core of their architecture, an MPLS network connecting their 10 key sites and an MPLS DSL network connecting a further 131 office connections. They have a fully VoIP enabled Mitel platform supporting over 900 users, a standard Citrix thin client desktop and managed router and firewall solutions protecting their sites and end users.

Strategic Planning

The plan that Britannic has recommended for Family Mosaic focuses on further developing a robust and resilient ICT infrastructure which will future proof their investment. This infrastructure development has at its core the centralisation and potential virtualisation of voice, data and applications, along with a

robust business continuity and disaster recovery plan. This will enable growth of the existing call centre, upgrading of the telephony software across the organisation and putting in a solution that will enable software only upgrades delivered remotely from the centre. The impact will be to reduce pressure on IT resource and deliver confidence that the business has an effective continuity plan.

Sweating the asset is more important than ever in today's climate and value for money is a key business driver. To date implementing VoIP has saved over £100,000 per year on internal call costs alone.

Saul Stevens, IT Director, Family Mosaic

Britannic has worked hand in hand with Family Mosaic to develop a strategy that will set the organisation apart from other housing associations. They have a clear technology road map with a well-defined migration path and options to make the technology work harder. There will be future savings to be made as Family Mosaic move forward in implementing the strategy.

Britannic Technologies working in partnership with Family Mosaic is illustrative of a comprehensive understanding of the sector and the ability to really align technology with business goals.