

Customer Experience



Children's Workforce Development Council Implement Integrated Working with Britannic Technologies

The Customer

The Children's Workforce Development Council (CWDC) was founded in 2005 and aims to improve the lives of children and young people. It does this by ensuring that the people working with children have the best possible training, qualifications, support and advice.

It also helps children's and young people's organisations and services to work together so that the child is at the centre of all services.

London users and home workers had experienced a variety of issues with voice quality. This situation had been compounded by the fact that the level of support that was available had been insufficient for CWDC's needs, leading to service interruptions and a poor experience for users.

CWDC were moving to new premises in Leeds and were looking to implement a replacement telephony system as soon as was possible in conjunction with the move.

We did an open tender as we wanted to consider all systems and providers. Britannic offered the Mitel solution and were able to meet our expectations in terms of support. Overall they offered the most cost effective solution with the best end to end support.

Chris Baron, Head of IT, CWDC

We were delighted to be selected to supply the new solution for CWDC. Throughout the tendering process we invested the time in reviewing the current environment and the various options available to CWDC. We were able to identify what we believed to be the best solution to meet both CWDC's operational needs and support their future expansion plans and strategic direction. We look forward to developing our partnership with CWDC to ensure that they get the most out of the available technology supported with our philosophy of delivering service excellence.

Jonathan Sharp, Sales & Marketing Director, Britannic Technologies

Requirements & Objectives

In 2006 CWDC implemented a Mega PBX system based on Asterisk open source software. The MegaPBX was located in CWDC's Leeds office and served all users including those located in London and a number of home workers.

CWDC had deployed SIP handsets from a number of different telephony providers. Since implementation

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The Solution

After a full review of the options open to CWDC, Britannic Technologies proposed a Mitel IP telephony platform and a range of applications to enhance staff communication and management visibility.

The new platform makes it very simple to add new applications as and when they become appropriate for the business, without having to pay large upgrade costs.

As CWDC continues to grow, we will be expanding the system to more local and remote users. We have rolled out features like Your Assistant to all users to provide additional functionality and presence information. It also links in well to the desktop video conferencing system making it very easy for non-technical users to setup and join conferences - being able to see other people on a call will particularly help our remote workers feel more connected.

Chris Baron, Head of IT
CWDC

Britannic's recommended solution included the Mitel 3300 resilient controller which will be licensed for 170 user devices (145 office based and 25 home workers). The Mitel platform is a true IP Solution connecting the handsets to the LAN via CWDC's existing 3Com PoE switches, allowing additional users to be easily added according to CWDC's continued growth.

The system also delivers mobile twinning which enables CWDC to extend IT support outside of

normal hours and increase availability and mobility of the workforce.

Britannic also delivered a range of applications to help improve staff communication, development and management visibility. This included Call Recording and Call Management Software.

Benefits

The benefits that the CWDC have found from their new solution is a much higher voice quality far exceeding their previous solution, this was found in each location within their regional offices and their home workers.

This solution has unified CWDC's entire workforce regardless of location, offering a lot more mobility to the users and added benefits to the workers including full presence and availability of coworkers across the organisation.

Management have benefited through higher visibility of the workforce through statistical reports and the ability to review and train staff through the new call recording solution installed. The video conferencing facilities have been beneficial for helping unify the workforce and make them feel more connected to the rest of the team, with also the benefits of cost savings on travel.

The CWDC have also experienced a high level of support and care, continuity of supply and exceptional technical knowledge from Britannic Technologies, with a view of establishing a long term partnership.