



London Borough of Enfield

Case Study



With the assistance of PTS Consulting, London Borough of Enfield develops a strategic roadmap to implement a unified communications and telephony service, to support its new ways of working programme.

The Client:

Enfield is London's northernmost borough and one of the largest by land area and population, being home to about 280,000 people. It is 12 miles from the centre of London with which it is connected by four rail lines and one tube line. Enfield is home to three campuses of Middlesex University, one of the largest in the country, and the most popular UK University for international students. London Borough of Enfield (LBE) Council has been officially recognised as among the best local authorities in the country. The Council was awarded 'four star' status by the Audit Commission in early 2009.



The Challenge:

Over recent years LBE's IT service has evolved to include a variety of technologies over a number of different platforms. Local Authorities are complex organisations and LBE provides over 500 separate services to the public, so inevitably, this complexity is reflected in its IT and communications. The Council is now consolidating responsibility for all IT services, so this is a key moment in its future strategy development.

The Council's telephone system comprises a corporate telephone network, which serves larger Council offices (approximately 60% of telephone users), with a number of discrete smaller systems serving the remaining 40% of users located at secondary sites. This fragmentation of the telephone service was making the service difficult to manage.

With growing pressures to find Council-wide savings and the demands of an ambitious home and mobile working programme in mind, the Council recognised that services could be delivered more efficiently and effectively and that the cost of the service was not optimised. LBE also wanted to ensure that its systems would provide a solid platform for the move towards increased convergence and unified communications in the future.

The Council has already made significant investment in providing remote access to data, but an informed telephony strategy was needed to enable further development of remote telephone access. PTS Consulting was appointed by IPL via the OGC Buying Solutions framework to undertake an independent telephony review for the Council and provide a forward-looking voice communications strategy that would act as a roadmap for future action.



The Solution:

After investigating and analysing the LBE telephony systems and services, PTS presented the Council with a number of strategic recommendations. These were designed to ensure that consistent systems and standards are adopted and best value for telephone services would be achieved through amongst other measures, the elimination of local ad-hoc developments. PTS Consulting also recommended that the Council should develop a single, unified voice service with responsibility for all associated costs. This recommendation was made to increase the understanding that LBE had of its costs and spending.

PTS went on to help LBE identify which technology was most appropriate for the main telephony systems by analysing the Council's current systems, expertise and capabilities in relation to the Council's: strategic objectives; financial commitments; and, future voice communications technology. PTS then provided its recommendations for developing an associated strategic roadmap. To reduce the strain on capital funds, the Council development could be achieved as an evolutionary process, coinciding with the Council's property strategy.

The Benefits:

PTS Consulting's understanding of the requirements of local government, and expertise with voice technology and service management, helped to bring about a number of benefits for LBE including:

- A realistic and practical strategy for the development of telephone services, with a clear way forward, including specific development stages
- A controlled ability to move towards a unified telephony system, identified and captured in a strategic roadmap
- An improved understanding on areas of potential savings, including the reduction of multiple PBXs over the LBE estate
- The telephony requirements of off-site working were highlighted within the telephony strategy and incorporated into ongoing development programmes.

The Verdict:

Alan Andrews, Technical Architecture & Delivery Manager at London Borough of Enfield commented: *"The most pleasing aspect of the project was that PTS Consulting listened to our requirements and then delivered exactly what we asked for. We were looking for an unbiased evaluation of our telephony infrastructure and a strategic roadmap for how we could embrace new technology in moving forward with our leaner Enfield programme."*

About PTS Consulting: PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com