



BEDFORD BOROUGH COUNCIL CASE STUDY



ONI delivers Unified Comms, Contact Centre and Bespoke Development solution to Bedford Borough Council to dramatically improve their communications infrastructure and remote working capability.

VERTICAL MARKET
Local Government

CHALLENGES
Bedford Borough Council's existing partner was struggling to fulfil their requirements. They wanted to migrate their SX2000 Traditional PBX to a Cisco CallManager solution. They also needed the ability to record calls at the desktop to act as a deterrent for abusive calls.

SOLUTION
ONI was recommended to Bedford by Cisco as a local partner with vast experience in deploying CallManager solutions into public sector clients. We started by organising and running a workshop with a number of key stakeholders within the council to ensure we have a solid understanding of their specific requirements.

Over an 18 month period, we successfully migrated 2,000 users onto the new telephony platform including a 100 seat UCCE solution to replace their existing ACD. This provided employees with the ability work remotely and integrated seamlessly with their e-mail system.

Employees are also utilising Cisco's Unity Voicemail as part of their Unified Comms strategy. With the requirement for adhoc call recording at the desktop, ONI's bespoke development team designed a solution that stores the users last 500 calls on their desktops, offering a low cost solution to help them overcome an increase in abusive call behaviour.



BENEFITS

- Migration of 2,000 users to CallManager platform
- Remote working capability
- E-Mail integration
- Low cost call recording solution



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