

Mitel Customer Snapshot: **GOVERNMENT SECTOR**

Overview

Fareham Borough Council is a local government authority in Hampshire, England. Located between the cities of Portsmouth and Southampton, Fareham Borough Council is a dynamic, progressive and forward-thinking council, committed to providing exceptional customer service and improving the quality of life for all its residents. The council delivers services including waste collection, housing and determining planning applications to over 116,000 residents.

Situation

Fareham Borough Council was operating a Mitel telephony system that was not supporting the organisation adequately and was in need of various upgrades and remedial work. The council needed a phone system that would support more collaborative working across departments and help to streamline customer service delivery. Unable to meet growing organisation demands, the existing telephone system was fast becoming seen as a defunct platform within the organisation and Fareham started to consider a move away from Mitel altogether. The council was in the process of looking for a new telephony solution at the time we first met. We convinced them that 4Sight are a partner who could help them to modernise their communications infrastructure, offer long term advice for functionality enhancements and provide reliable support and training.

Requirements

- Mitel Estate required an upgrade/replacement to improve reliability and access.
- Advice on the latest applications to meet the growing communications demands.
- Provide the right communications tools to improve the effectiveness of the internal communications and operations across the council.

4Sight's knowledge and expertise were instrumental in helping us to transform our current Mitel communications infrastructure. They really took the time to understand our requirements and offered advice based on our needs. We could not have been more pleased with our selection of them as our telephony partner.

**Technical Infrastructure Manager,
Fareham Borough Council**

Profile

FAREHAM
BOROUGH COUNCIL

Location:

Fareham, Hampshire

Industry:

Government Agency

Organisation Size:

201- 500 employees

Website:

www.fareham.gov.uk



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4Sight Communications please
visit www.4sightcomms.com

Solutions

4Sight was appointed to carry out a technical assessment of the Mitel estate. From the intelligence we gathered, it was clear that the council had everything in place to provide the required features and functionality and that core systems and applications simply needed upgrading:

- Core platforms were upgraded to the latest level of software, secured and patched in line with Mitel recommendations.
- MiCollab was redeployed; Desktop and Mobile Softphone Clients were introduced to enable Unified Communications.
- A new version of Mitel Contact Centre was installed to enable the most recent licence model and additional features to enhance customer service delivery.
- All voice services were migrated to 4Sight including legacy Analogue, ISDN lines and SIP services with a view to migrating to a full SIP trunking solution in the near future.
- Training & technical assistance were provided to deliver up-to-date Voice, Unified Communications & Contact Centre solutions.

Results

A fully up-to-date Mitel Estate with the latest versions of software allows the council to benefit from all the latest voice features and provides a dependable platform that can meet all requirements for many years.

With the roll out of MiCollab Softphone, employees benefit from additional mobility and collaboration tools that give them an in-office experience no matter where they are.



Substantial cost savings were achieved by migrating voice traffic to 4Sight. This will be improved again once the move to a full SIP service is complete.



The new contact centre is more cost effective, flexible and comprehensive which helps to boost agent engagement and improve customer satisfaction.