

## St Alban's City and District Council

St Alban's City and District Council serves the city of St Alban's and surrounding district. As with other Local Authorities the Council delivers services directly to the public, including planning applications, the provision of sport and leisure facilities, support for local businesses, the management and provision of affordable housing and a wide range of community services. The focus for IT and telecommunications is efficiency, maintenance of consistent and secure services, and responsiveness to ongoing public needs.

The Council employs more than 350 staff across 7 locations. The users employed across the Council's offices and services require systems and processes that enable efficient contact with the public, and partners, in a secure manner. Data protection and access of information are equally important, as is the need to be responsive.

### Objectives

- Through an open tender process, find a telephony partner that provides support, management and configuration of an Avaya PBX (CS1000M SG rls 5.5 with CallPilot voicemail), and applications such as Contact Centre 6 (CC6), with the ability to deliver cabling services to meet dynamic service delivery needs in often compressed timescales, across the Council,
- Establish a strong working and supportive relationship, through a partner approach, with a supplier that offers agility, quick response times, and the ability to respond to the broad needs of the Council, increasing communications efficiency, both internally and with the public
- Minimise downtime of telephony services and the knock-on effects regarding public contact
- Ensure all workers, whether office based or remote are able to access and utilise the telephony system efficiently and seamlessly, as part of the Council team

### Solution

- A strong working partnership has been established with Proximity Communications, through the delivery of account management and technical support services
- A dedicated single point of contact has been identified and is in operation, ensuring the service is responsive to all business requests across all Council departments and teams,
- A Council focused support team has been established with the skills and abilities to quickly resolve issues
- Creative resolutions supplied in response to challenges faced by the Council, utilising carrier based services

### Benefits

- Improved response times to voice service interruptions, minimising down-time of public communications services
- A 'trusted partnership' approach allows for ongoing development and assessment of Council communication needs and system issues
- A single point of contact, backed up by a dedicated support team, allows the IT Manager and his team to focus on their core areas of responsibility

"Proximity is a reliable communications provider that enables the Council to focus on developing business benefits."

Reuben Parker  
IT Manager  
St Albans Council