Comspective

Telephony Strategy

Case Study

Youth Justice Board

Situation and Challenges

The Youth Justice Board (YJB) for England and Wales had identified the need to relocate their headquarters to a new green field site. As a result, the ICT department had been asked to look into using best of breed technologies to improve the business tools available to users and improve the overall user experience of ICT.

The business team were looking to introduce a flexible working approach in the new location and also allow increased possibilities for staff to work remotely. The YJB were primarily a back office function but also had a Placement and Casework Service Centre that, in essence, had functionality very similar to a modern day Contact Centre.

The goal was to provide an environment where the service desk was more empowered to execute configuration change simply and in a more timely manner.

Approach

The ICT department had identified Avaya as the “best of breed” telephony solution and VoIP as the protocol of choice for the new location and for remote business working.

Comspective were asked to provide a consultant to deliver the following requirements:

- Assess and validate the choice of Voice over IP telephony solution which would be used in the

proposed new Head Office.

- Gather the business requirements from all relevant departments and representatives who would be using the new solution.
- Provide a telephony design based on the business requirements.
- Provide any additional recommendations based on the new telephony solution and Contact Centre requirements.
- Provide infrastructure and network requirements to be integrated in to the telephony design.
- Provide a telephony solution quotation.
- Propose telephony technical support options.

The consultants worked with the various departmental representatives and the ICT Services Department to confirm their findings and delivered a comprehensive report included all of the key deliverables outlined above.

Results

With the concise documentation submitted the Youth Justice Board was able to confirm their solution of choice along with some key recommendations and costs which enabled them to make a more informed decision on the relocation timelines as well as making any project cost adjustments.