

Case Study



Contract Services

Fact File

1100 staff

Six buildings

2400+ incoming calls each day

The need for an adaptable and robust telecoms system



One of Peterborough City Council's six Contract Services buildings.

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TELECOMS**

Driving Efficiency and Savings at City Council Offices

Peterborough City Council's Contract Services department is responsible for a wide range of essential services which make life for the population of 160,000 people in the city livable. These include refuse collection, street cleaning, buildings and grounds maintenance, school catering, and management of the Council's housing stock. Faced with increasing pressures and new demands on its service, the Council needed a telecoms system that provided full functionality and was able to adapt to future demands.

Peterborough City Council's Contract Services department is central to the Council's aim of providing a safe and clean environment for the 160,000 residents of the Cambs city.

Responsible for a wide range of essential services, Contract Services has grown over the years to now employ 1100 staff at six offices on one site a few minutes away from Peterborough city centre.

As the contact point for tenants of the Council's 10,000+ houses, and requests for services such as the removal of abandoned vehicles or highways maintenance, the department receives in excess of 2400 telephone calls a day.

But with three different telephone systems in place, none of which were compatible with one another or expandable, the Council knew an adaptable and robust solution had to be found.

"We knew our service was growing and that we had 150 extensions but needed far more," said Mike Heath, Director of Contract Services.

"Whatever new system we had installed had to be able to deal with the levels of calls we received and be able to provide an out-of-hours service for emergency calls.

"We also wanted the system to be able to grow with us and feature voicemail and the ability to record calls, as well as connect us to our other offices at a reduced cost.

"Our existing systems weren't able to cope with what we

wanted at that point or in the future."

He continued: "We put out a tender to find the right telecommunications solution and the right service to support it, and Anglia Telecoms were the only company to address every requirement we asked for and tick all the boxes in terms of the service we were looking for.

"The system installed by Anglia has made us change our working practices and be much more efficient, as well as dramatically improve the service to our many callers."

Mike Heath, Director

"From the very beginning of our relationship with Anglia, it was clear that they were not at all pushy and genuinely spoke to us in a way we understood, yet had the ability to use more technical language when required.

"Unlike some companies, they were happy for us to speak to their previous clients and even took us to their offices to show us the selected telecoms system in a working environment.

"We had several pre-contract meetings but from day one we had a contact at Anglia who was always available to answer our questions and provide any advice we needed.

"After the system was installed, other staff from Anglia Telecoms came in at times that suited us to carry out training for our staff on the use of the new system.

"They also worked with our receptionists and trained them on the use of the new digital switchboard, and ensured they were available at all times to make sure everything was satisfactory.

"But it was amazing how smooth the transition process was, and how much difference the new system has since made.

"We now can transfer calls to staff internally and externally easily, control and identify callers, and record call levels in a way we never could.

"The system installed by Anglia has made us change our working practices and be much more efficient, as well as dramatically improve the service to our many callers.

"Council tenants noticed the difference in terms of a much more efficient system with a much quicker response. We asked them how they would prefer their calls to us answered, and within just three hours Anglia took on board their preferences and changed the whole recorded options system to a direct connection to a person operation.

"The call recording system Anglia additionally installed has also made a huge difference in terms of cutting the number of abusive and nuisance calls.

"And in our centre which deals with the 400+ calls each day from tenants asking for repairs to their property, Anglia installed a monitor-based system which shows a range of performance

indicators including the number of calls waiting and waiting times. This has made us much more responsive to our callers and allowed us to improve staff training."

Mr Heath continued: "The system is so straightforward that when we moved the call centre to another location on-site some time later, we did it easily in one day without having to call Anglia for assistance although we knew they would be available if we needed them.



Mike Heath, Director

"At the time of the original system installation we wanted to expand our telecoms capacity to 200 extensions. Since then we have expanded to 300 extensions - an ability only possible because the system we now have is expandable and adaptable.

"Anglia Telecoms have been consistent throughout our relationship with them. They are always on hand if we have a problem or question, and are always willing to help.

"We have 100% confidence in the system they have installed, and in

Anglia Telecoms themselves.

"Their follow-up service has also been excellent. We even used them for call centre training about eight months after the system was installed, and they specifically customised this programme to suit our staff and operation.

"We are delighted we made the right choice when it came to installing a new telecoms system by selecting the right company and the right technology."

The features of the Siemens HiPath 3750 Communication Platform installed at Peterborough City Council's Contract Service division included:

Up to 120 telephone lines possible with up to 384 digital extensions.

Up to 16 analogue extensions possible for fax transmissions.

Integrated voicemail and call-logging facilities.

Auto attendant / out-of-hours reception assistant.

Availability of a cost effective range of handsets.

Centralised PC based switchboard with manual facility.

Voice-over-IP ready system.

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ANGLIA TELECOMS

Gateshead Close, Sandy, Bedfordshire, SG19 1RS.

T: 08451 668 760 / F: 08451 668 761 / E: info@angliatelecoms.co.uk

www.angliatelecoms.co.uk