

CASE STUDY

# NORTH HERTFORDSHIRE DISTRICT COUNCIL

Britannic delivers faster services and significant cost savings for North Hertfordshire District Council through the deployment of a resilient Mitel UC and Contact Centre solution.



## STRONG, FAST AND EFFICIENT COMMS

Despite budget reductions and the rationalisation of sites and citizen services over recent years, North Hertfordshire District Council has found ways to improve its customer service and reduce communications costs along the way. The Council is now making its customer service processes fit for the future with Britannic's Mitel expertise and strategic support on its side.

# FAST TRACK TO BETTER COMMUNICATIONS

Pressured by budget cuts and an unreliable telephone and contact centre solution that failed citizens regularly, Customer Services Manager, Johanne Dufficy was already exploring ways to improve customer service delivery when a temporary office move threatened to leave the operation hanging by a thread: The Council's communications solution was neither physically nor strategically flexible enough to move with the organisation.

The deployment of a robust, future-proof and cost-effective communications solution was fast-tracked, as a result. Yet the choice of solution was considered, explains Johanne Dufficy: "We did a lot of sub-market testing before we went out to tender. We identified that Mitel was going to be the best fit and we wanted a partner experienced with projects like ours. After all, replacing the telephone system and managing the implementation is a big project, so we had to ensure that both the solution and the partner were going to deliver. Britannic impressed us because they put a lot of work in. They took the time to understand our needs and how our Council worked."



## THE SOLUTION

A series of workshops and tech demonstrations ascertained the Council's goals and functional requirements, and served to build an integrated solution that would deliver against departmental, technical, legal and financial criteria.

The Council's new scalable, resilient Mitel UC platform with cost-effective SIP phone lines is hosted on premise and fails over to a disaster recovery site to prevent service outages. Importantly, the system is easy to manage for the Customer Services Team who can now add new lines and set up software applications, which proved a time and money saver during the office move.

In tandem with the Mitel contact centre, the solution also helps home-based customer service agents to feel more connected to the office and it adds management visibility: "I can see who my team are talking to and how long for. When I have a question I just send an instant message. It simply saves time and reduces email", says Johanne.

## THE TECHNOLOGY



Mitel's MiVoice Business IP communications platform provides full VoIP services, auto-attendant, unified messaging for fast collaboration, and digital trunking.

### MiContact Center

Contact Centre Management and reporting apps offer a powerful tool set to optimise queue and agent performance and add a personal touch to customer interactions.



Compliance call recording solution captures telephone communications and aids quality monitoring to improve call handling, management information and training.

## MULTI-MEDIA CONTACT CENTRE

MiContact Center gives Johanne real-time information and a 360° view of all contact centre activities happening at any one time.

"Previously we had very limited information", says Johanne. "Now we have all the data we need at our fingertips, so I can identify any issues that impact performance and resolve these faster. I also now schedule and forecast agents more efficiently, spot training gaps or resourcing issues. It cuts waste and contributes to delivering better customer service to our citizens."



**"BRITANNIC'S ACCOUNT MANAGEMENT IS EXCELLENT AND THEY DEALT PROACTIVELY AND PRAGMATICALLY WITH ANY CHALLENGES THAT AROSE DURING THE IMPLEMENTATION OF THIS PROJECT.** They are a delight to work with."

**JOHANNE DUFFICY,**

Customer Services Manager,  
North Hertfordshire District Council

# TALK TO THE SOLUTIONS PEOPLE

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