



# CASE STUDY

## The City of Burnside

### The Result

IT Projects Coordinator for the council, James Roberts, says “In terms of internal communications infrastructure the Mitel solution is much more configurable and portable than our previous solution. We are now able to reconfigure, relocate and deploy new phone handsets in a matter of minutes with minimal effort.”

“Mitel VoIP technology has reduced our cabling and desktop footprint as we can now daisy-chain client desktop PCs through our phones. The handsets are easy to use and staff have responded well to the system’s new features and functionality, mostly thanks to excellent training and documentation provided by DMV.”

“The mobile gateway DMV has provided allows us to take advantage of our phone provider’s value for money mobile rates when making calls to a pre-configured list of mobile numbers, and enabling our OCS server to integrate with the 3300ICP means that our desktop PCs are handset integrated. DMV had the solution up and running in a day and staff love the functionality it provides.”

### The Communications Situation

The innovation focused **City of Burnside** were looking to upgrade their outdated system at the end of its rental period and decided to go to tender for a more modern telephony solution.

The council had been operating an outdated and inefficient digital telephone system that was no longer meeting their telecommunications requirements. Replacing increasingly faulty hardware and acquiring compatible components for expansion had become difficult. In addition to this, new technology initiatives such as Unified Messaging and presence services were out of reach.

Particularly important was integrating the council’s remote workforce, including staff at the swimming and arts centers, into the main telephone system, and connecting to Microsoft’s Office Communicator System (OCS), to monitor employee presence at any given moment. There was also a need to implement one single contact number for remote and mobile staff so that calls were not left unattended.

The City of Burnside also had a goal to improve service to customers and rate payers by managing its call traffic more efficiently through a customer contact centre as a replacement of their existing single attendant switchboard.

### The DMV Solution

**Data Mobility Voice (DMV)** was awarded the contract to upgrade the City of Burnside’s communication system in late 2009.

Greg Fletcher-Harris, Managing Director of DMV was excited about what the new system would open up for the council. “**The installation of a Mitel MXe VoIP system allowed the council to bring remote workers into the office using Mitel’s Teleworker application which enabled Mitel handsets offsite to be connected back to the Mitel PBX in the main office. With Mitel’s Dynamic Extension, remote workers were also accessible through one contact number, eliminating the need for multiple phone numbers.**”

By implementing Mitel’s Live Business Gateway, DMV were also able to interface to the council’s Microsoft Exchange OCS Server giving all users real time information on the whereabouts of their colleagues. Mitel’s Contact Centre Manager, Enterprise Edition, also enabled the council to report on incoming call traffic and by determining volume and nature of calls where better able to plan staffing levels and training.



### Why Data Mobility Voice?

“The City of Burnside conducted a thorough tender process to select a provider that would best meet our requirements. The decision to award DMV the contract came easily as they went out of their way to ensure they could meet the tender specifications at the best possible price. During the pre-sales process they displayed professionalism and an understanding of how council operated, as well as a demonstrable knowledge of the Mitel solution and a sense of pride and confidence in the 3300 ICP product.”

“The Mitel MXe was the clear leader of the products we evaluated and perfectly met our requirements for desktop communications infrastructure and call centre functionality.”

“The implementation process went smoothly thanks to the excellent project management provided by DMV and their outstanding technical services staff.”

James Roberts, IT Projects Coordinator

