# Innovative Secure Shared Service
## Lowering the cost of ICT across Government

# ANTENNA
Powered by 4net Technologies

## Background

**For some time now Government has recognised the potential benefits of shared services that will:**

–  Reduce the cost of back office corporate services via asset sharing (IT, buildings, resources, management and minimised process cost).
–  Drive service excellence by freeing the department to focus on core objectives and professionalising corporate service functions.
–  Increase operational efficiency through better MI, improved benchmarking, comparable between organisations, which in turn could potentially drive up performance.

This vision to lower the cost of ICT investment opened up an opportunity for The Prime Minister's Office (PMO) to implement a cloud based communication solution, which would allow departments to share services, drive up quality and reduce costs.

The PMO wanted to build a strategic partnership with one supplier for the provision and hosted managed support of an end-to-end unified communications service.  4net met the strict criteria set out by the PMO and built a team that could work closely with the PMO's ICT professionals to deliver a scalable, flexible, secure and robust shared service to other Government Departments (OGDs) by leveraging the investment made by the PMO in their core infrastructure and telephony platform.

## The challenges

The approach taken by the PMO challenged the status quo of how traditional IP based telephony services are delivered to the public sector by utilising existing equipment based in their secure datacentres.

An additional aim of the programme was to provide an unrivalled level of expert support to OGDs by leveraging the existing support services in No10 and those of 4net Technologies.  A new procurement process was agreed with Crown Commercial Services (CCS) so that OGDs could easily buy the services by using a straightforward direct award process.

## The solution

The solution, called AN*TEN*NA, is deployed via highly resilient and PSN accredited dual datacentres, scalable to over 350,000 users. Working closely with Avaya, 4net were able to develop a bespoke OPEX model that provides the flexibility and cost effectiveness needed by the PMO. (The solution can also be delivered as a CAPEX or a hybrid of both).

By utilising 4net's Agile Cloud service, AN*TEN*NA can be extended and mobilised within extremely short lead times, adopting proven delivery and operational methodologies supported by the PMO and CCS governance, and with expected savings of +40% over other telephony services and administrators benefit from simple to use, transformational communications.

The service has already been deployed at The Prime Ministers Office and work has begun to roll out to The Cabinet Office, DCMS (Department for Media, Culture and Sport), and HMT (Her Majesty's Treasury). Many more OGDs are expected to sign up for the service.

## 350,000

The amount of users AN*TEN*NA service is scalable to.

## 40%

Savings over other telephony systems
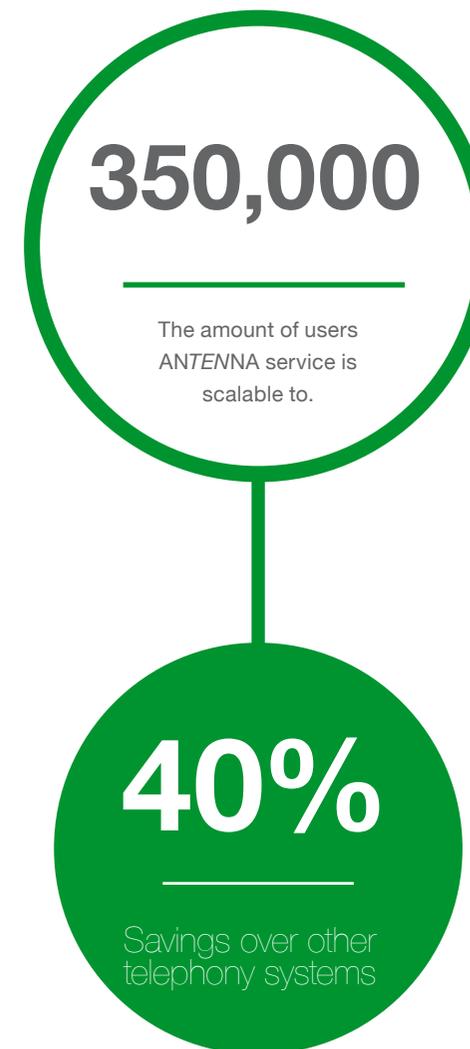
The AN*TEN*NA Services available to all Government Departments include:

– Corporate Telephony (PSTN)
– Secure Telephony
– Switchboard and contact centre services
– Mobility (Hot-desking, Extension to Mobile)
– Voicemail
– Conferencing
– Ministerial Whisper
– Interactive Voice Response (IVR)
– Automated MACD's

For each configured Avaya Enterprise Core Licence the user is provided with the following "right to use" enhanced productivity tools:

– Avaya Instant Messaging/Presence.
– Avaya Aura and Multi Media Messaging.
– Avaya One-X Communicator Softphone for desktop and mobile clients.
– Avaya Extension to cellular EC500 for simple mobility.
– Desktop integration, Google, Microsoft.
– Avaya Desktop Point2Point Video conferencing.

Optional Tools available include:

– Workforce Optimisation
– Contact Recording
– Quality Monitoring
– Workforce Management
– Voice Analytics
– E-Learning and Coaching
– Performance Management
– Contact Centre Management Information

## Implementation

4net Technologies hosted a number of design workshops where every aspect of the system was explore in detail, with particular attention focused on the process for recording change within the System Library. Central to this was the drive to deliver a seamless end to end support model by providing knowledge, skills and training to the PMO's IT Help Desk to enable their support of first line incidents and customers queries, with 4net's helpdesk focusing on Service Requests, changes and incident and problem resolution at a second and third line.

4net also worked with the PMO's Technical Architect Teams to bring innovative ideas to the table from the outset, providing thought leadership and the early insight essential to ensure that the service remains effective and relevant.

## The Benefits

The AN*TEN*NA solution provides an OPEX subscriber cost model; early indications are that savings are potentially significant. For most OGD's this represents around a +40% saving on current spend. The model we are using will mean that the more Departments join the service the cheaper the service becomes for everyone.

### Benefits for OGDs

Higher level of security assurance of service, a hosted managed service from provided by 4net from Secure Government Data centres.

Greater flexibility of services, with utility billing, scaling up or down at any location.

Overall ownership of service and on-site support no additional cost for standard Moves, Adds and Changes.

Development of additional services and innovation to improve processes.

Cost savings over the life of the contract

Automated MACD's reduce cost and improve speed of change.

ANTENNA
Powered by 4net Technologies

4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our contact centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Microsoft and Enghouse, to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.

4net
TECHNOLOGIES