

hp success story



hp procure – a platform
for the future at
Milton Keynes Council

Milton Keynes Council is a unitary local authority. Over the years it has established itself as a forward-thinking council with a reputation for innovation, and this philosophy is reflected in its approach to IT. When the lease on its LAN hardware recently expired, for example, Milton Keynes Council decided not only to install new switches but also to implement an IP telephony network, integrated with the latest contact centre technology.

“In upgrading our network, we were aware of the need to enhance our services and plan for the future,” explained IT operations manager Peter Bonham. “A Voice over IP (VoIP) network would support a more flexible organisational structure, while providing a platform for innovative customer services, including ultimately e-government.”

The contract was awarded to HP in partnership with DeTeWe, an independent provider of converged communications solutions. With



assistance from HP's European Network Design Centre, DeTeWe designed, supplied and installed a complete solution. This solution was based on HP ProCurve switches, the Mitel Network 3300 Integrated Communications Platform, and Rockwell FirstPoint Contact. Milton Keynes Council is also evaluating the 5300 for future requirements.

"We were only interested in technology from established companies with cast-iron reputations," said Bonham. "When we looked at the market leaders, we found that HP ProCurve switches offered much better price/performance than competitive products. At the same time, HP and its partners offered us a complete solution for our needs."

successful outcome

The new network infrastructure supports

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higher volumes of data traffic. According to Bonham, the reliability of HP's switch technology translates into better service levels for the network's 2,000 internal end-users. This in turn benefits external customers, who are also served by four new contact centres covering areas such as housing and the environment. The network, which already has a significant number of external users, will soon be opened to the public.

In addition to substantial savings on capital investment, Milton Keynes Council is continuing to save on maintenance costs because all edge switches are covered by a lifetime warranty. The core is covered by a four-hour on-site support package.

Because HP ProCurve meets industry standards, the HP/DeTeWe solution does not lock Milton Keynes Council into proprietary technologies. Instead, the council is free to develop best-fit solutions in specific areas, regardless of how its business requirements may evolve in the future. The solution also provides sufficient scalability to accommodate growth for the foreseeable future. The use of VoIP, which currently supports 400 users, enhances flexibility and reduces costs associated with internal reorganisation. Rockwell FirstPoint Contact, with its support for multiple contact channels, will help to pave the way for e-government.

"The solution provided by HP and its partners is enabling us to do a lot of new things. The call centres, for example, are proving very popular – indeed, our customers think they are brilliant. We are very happy with this project and are highly impressed both by the technology used and by DeTeWe's services," concluded Bonham.

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit:

<http://www.hp.com/>

challenge

- **Enhance services provided to the public**
- **Implement innovative customer solutions to support future developments, including e-government**
- **Upgrade LAN hardware**
- **Implement VoIP solution integrated with latest contact centre technology**

solution

- **Base network infrastructure on hp ProCurve switches**
- **Implement Mitel Networks IP platform and Rockwell FirstPoint contact centre solution**

results

- **Reliability of switch technology provides internal data users with enhanced levels of service**
- **External customers also receive better service**
- **Support for industry standards enables best-fit solutions to be implemented in different areas**
- **Reduced cost**
- **Use of contact centre solution to support multiple channels will pave the way for e-government**

why hp?

- **Established company with good reputation**
- **Price/performance of switch technology**
- **Ability to work with partners to offer a complete solution**

partners:**company:** DeTeWe Ltd**headquarters:** Hemel Hempstead, UK**founded:** 1887**telephone:** +44 (0)1442 345600**number of employees:** 100**annual revenues:** 18.8 million
(€27 million approx.)**URL:** www.detewe.co.uk**business:** Voice and data communication
supplier**products:** Telephony, networking and call
centre solutions, including HP, Cisco, Mitel,
Avaya, Rockwell FirstPoint, Nexans**company:** Mitel Networks Corporation**headquarters:** Ottawa, Canada**founded:** 1972**telephone:** +1 613 592 2122**number of employees:** 2,000**URL:** www.mitel.com**business:** Global provider of
communications solutions and services**products:** Advanced voice, video and data
communications platforms; desktop phones
and Internet appliances: applications for
CRM, mobility, messaging and multimedia
collaboration**customer at a glance:****industry sector:** local government**name:** Milton Keynes Council**founded:** 1997 (as a unitary council)**number of employees:** 5,000+**annual budget:** £170 million
(€250 million approx.)**headquarters:** Milton Keynes, UK**URL:** www.mkweb.co.uk**technology highlights:**

- **2 x hp ProCurve Switch 9308**
- **17 x hp ProCurve Switch 4108**
- **45 x hp ProCurve Switch 2524**
- **5 x Mitel Networks 3300
Integrated Communications
Platform**
- **500 x Mitel IP handset**
- **Rockwell FirstPoint Contact**
- **Design, supply, installation and
maintenance services from
DeTeWe**

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