

# Capability Study.

## Statewide Managed Voice Service

**A common platform for voice technology increases productivity and reduces costs.**

### SOLUTION OVERVIEW

For a major government agency, voice communications are a business critical function. 3D Networks worked with the organisation to transform over 120 telephone systems spread across Queensland to a standardised voice network based on Nortel PABXs in a range of sizes backed by UPS systems, all on a single bill. In just nine months, the project has delivered the organisation control over its voice network, reduced costs and increased uptime and staff productivity.

### CLIENT OVERVIEW

3D Networks' client is a major Government agency where staying in touch is a critical concern. Its extensive statewide network includes customer-service centres, various government agencies, operations bases and regional and divisional offices to ensure it is always within reach of the community it serves. Voice communications are a business critical function.

### CLIENT REQUIREMENT

With over 120 telephone systems and over 8,000 extensions spread across the length and breadth of Queensland, many in extremely remote areas and most sourced from various vendors, 3D Networks' client needed a common platform for voice technology across its organisation – to increase productivity and cost-efficiency – with a network upgrade completed within a tightly scheduled timeframe. They also required a professional organisation with the ability to manage a large number of disparate telecommunications contractors in order to maintain and enhance the services provided in these remote locations. The provision of a single bill for systems rental and network management would also create significant efficiencies in their back office administration.

## THE SOLUTION PROPOSED BY 3D NETWORKS

3D Networks deployed Nortel PABX systems in a range of sizes to suit the specific needs of each location. Option 11C Mini systems are rack mounted in small sites to make relocation easier, while Option 81C systems with large UPSs are for major business critical sites such as call centres. Four call centres incorporate several PABX systems of various sizes, Nortel Symposium Call Centre Server 5.0 incorporating Web Client and Network Symposium and the Barracouta Soft Wallboard server. The main call centre is networked to another remote system via a dedicated link, with two Nortel Passport 7400s. Network Management is provided through an Avotus platform to collect alarm and traffic data from the Omnitronix DL 150 modems.

Previously, the organisation was managing its voice network in-house, but its sheer size and geographical spread was exceeding the in-house capabilities. This resulted in higher operating costs, implementation delays and worse still, downtime – with all its associated direct and indirect costs.

Outsourcing technology management to 3D Networks ensures high quality of service from professional experts at a transparent, lower operating cost. 3D Networks' skilled technicians monitor infrastructure round the clock, perform network management, fault management, MAC (Moves, Adds and Changes) management, systems performance and security management – so that problems and adjustments are addressed quickly and downtime is minimised.

3D Networks partnered with a major Australian carrier and mobile telephony provider so that the client receives one bill for all its telephony needs based on a monthly rental charge for the provision of all telephony services.

## BENEFITS OF THE TECHNOLOGY PROPOSED

### CONTROL

A common platform across every site statewide means that the organisation now has a controllable, generic and manageable voice network. 3D Networks support staff can perform routine maintenance, generate traffic reports or respond to proactive alarms anywhere in the network. Because the network is centrally managed by 3D Networks, downtime as a result of faults or MACs is hugely reduced. 3D Networks has leveraged its extensive network of technicians to achieve an overall system uptime of 99.9 per cent or more over the last 12 months – conquering huge hurdles of distance and geographic diversity in the process.

### SINGLE BILL

All telephony expenditure is combined in a single bill. Dealing with one organisation for the provision and maintenance of the network saves this large organisation time and money.

### PRODUCTIVITY

With consistent technology across the entire organisation, staff moving from one office to another know immediately how to get the most from the phone system.

The need for training is reduced, downtime is greatly decreased and productivity is increased.

### COST-EFFECTIVE

The new network performs better, yet costs less per annum to run than the previous one. As well as reduced call costs, the organisation needs far fewer internal staff to manage and maintain the system. With staff movements generating around 250 MACs each month, these routine adjustments alone were wasting significant time and money under the old system.

Now, the company simply calls 3D Networks who makes the adjustment within one business day.

## CONCLUSION

In just nine months, 3D Networks transformed a statewide jumble of ageing key-based telephone units into a streamlined, cost-effective and consistent network of leading-edge PABX systems. Costly and time-consuming MACs and repairs are a thing of the past, staff don't lose time learning how to use the phone when they go to a different site, and the system is controllable and cost-effective to manage.

Operating as an extension of the customer's internal IT support, with readily available technical expertise and stringent service level agreements, 3D Networks is managing an enormous and diverse voice network, driving down operating costs and virtually eliminating downtime.



3D Networks is a **PLANETone** company

Contact 3D Networks: Adelaide +61 8 7420 7000 • Brisbane +61 7 3310 9898 • Melbourne +61 3 9590 1000 • Perth +61 8 9488 7888  
Sydney +61 2 8870 4888 • Tasmania +61 3 6393 2095 • [3dnetworks@planet1world.com](mailto:3dnetworks@planet1world.com) • [www.3dnetworks.com](http://www.3dnetworks.com)