



CASE STUDY - LOCAL GOVERNMENT

PORT HEDLAND COUNCIL

Comscentre - connecting a community

Background

Port Hedland has a population of 15,000. The local Council provides services that include road and footpath maintenance, rubbish collection, recreation facilities, health services and community events. With an ailing telephone communication system in place throughout the 8 sites - including a civic centre, airport, depot as well as the smaller outposts like the library and aquatic centre - their aging infrastructure and limited capacity for incoming calls was severely degrading the service the council could offer ratepayers.

Nigel Barrow - Sales - Comscentre

Under the previous provider they were paying too much money for unused phone lines. In fact we cancelled over half of their lines, which removed waste and gave a ROI

The current lease with Telstra was ending, disconnection loomed and Port Hedland Council needed were for a VoIP (Voice over Internet Protocol) solution to drive down costs and improve customer service. After an extensive evaluation and tender process partnering with Comscentre and their Cisco IP Telephony System was the economical option and an option that did not include any capital outlay.

Mathew Scott - Director of Corporate Services - Port Hedland Council

Obviously being local government we cannot survive without a telephone system. It was also a month until cyclone season so it was essential we had a reliable phone system in place, as our civic centre is a co-ordination unit and the hub of the local community.

Solution

Comscentre replaced and upgraded the voice and data networks, connected all Council buildings onto the one private network, replacing all handsets with IP phones and creating a unified dial plan. That meant Council employees no longer had to dial an eight digit number but could use extension numbers to connect between offices and talk free of charge.

Mathew Scott - Director of Corporate Services - Port Hedland Council

Council can now offer its constituents faster, more reliable customer service with improved functions such as hold music, call waiting and after business hours voice messages.

The new system allows staff to utilise the conference call function, reception has the ability to redirect incoming calls through the 'soft' console - providing instant recognition of staff members availability - and time efficiency is high because of the Cisco's Click-to-dial feature that integrates with Outlook (email).

Results

By switching to VoIP and letting Comscentre manage the bulk of its infrastructure, Port Headland Council no longer has to worry about an unreliable and slow system.

Mathew Scott - Director of Corporate Services - Port Hedland Council

Comscentre took care of the entire process from installing and configuring equipment through to training our staff and continue to offer ongoing technical support. We anticipate additional cost savings as we no longer need an employee to manage the system in-house. Now we simply phone or send an email to Comscentre and they take care of the rest.

OFFICES