Provision of Mts to Uttlesford District Council

Prepared by:

Colin Barton - Global Crossing
Paul Morrison - Global Crossing

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ogc buying.solutions

mts

A Managed Telecommunications
Service offered in partnership with

Global Crossing®

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        Author(s):   Colin Barton / Paul Morrison

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1. Foreword

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1.2 Background

This document has been produced for Uttlesford District Council, following a meeting held between Uttlesford District Council, Global Crossing and OGCbs. This document provides information on the proposal to provide Mts service to Uttlesford District Council. Mts is OGCbuying.solutions' PFI contract for the public sector covering voice and data services that are delivered by Global Crossing.

1.3 Contact Details

Any enquiries concerning this document should be directed to:

Global Crossing
Chineham Gate
Crockford Lane
Chineham
Basingstoke
Hampshire, RG24 8NA

The names and contact numbers of the Global Crossing representatives whom Uttleford District Council may contact in connection with this document are:

Colin Barton
Major Account Manager
Telephone: 01256 732318
Mobile: 07771 613337
Email: colin.barton@globalcrossing.com

Paul Morrison
Senior Sales Engineer
Telephone: 01256 733952
Mobile: 07919 530199
Email: paul.morrisson@globalcrossing.com

2   Management Summary

Global Crossing is pleased to present Uttlesford District Council with our approach and recommendations on the deployment of an Mts managed voice solution across it's organisation. The range of voice solutions available through Mts can also be deployed to offer an enhanced level of functionality to Uttlesford District Council's mobile and remote workers. The proposed technology provides an IP platform that can be seamlessly integrated into a converged voice, data and video solution at a time of Uttlesford District Council's choosing.

Global Crossing believes that the proposition and recommendations contained in this paper will deliver to Uttlesford District Council, the necessary functionality and technology enabling a greater level of flexibility for Uttlesford District Council and its employees.   The Mts solution offers a number of benefits to Uttlesford District Council including:

- A single point of contact for all voice requirements available 24 hours a day;

- A fully updated IP ready infrastructure adhering to the latest standards enabling the integration of voice, video and data technologies;

- Validated fast track procurement method;

- Removal of technology risks for the customer, with technology obsolescence risks being carried by Global Crossing;

- Economies of scale which reduces unit operating costs;

- Low management overheads for Uttlesford District Council;

- Service flexibility/scalability with the ability to add and remove new users (and indeed sites) when required;

- A simple, single point of invoicing for all telephony services with an all inclusive service charge enabling easy budgeting;

- Guaranteed service quality with conformance to an agreed service level;

- Access to technical design and support facilities for current & future services – Global Crossing is committed to making new services and technologies available on an ongoing basis;

- Risks associated with capital investment transferred to Global Crossing;

- 24-hour proactive service management & fault resolution;

- Enabler for new ways of working with seamless communications for workers on the move – enabling any Uttlesford District Council employee on the Mts Service to work remotely with full voice functionality resulting in cost effective use of Uttlesford District Council office accommodation and achievement of the principles of the Lyons review

- Business continuity and disaster recovery service features

- Value for money – derived from the use of Global Crossing's own infrastructure and support services that will underpin the required service profiles.

Procuring an Mts managed voice services enables Uttlesford District Council to concentrate on its key business goals safe in the confidence that Mts will provide its current and future telephony services using the latest technology offerings. Global Crossing is confident that its proposal will benefit from further examination and looks forward to further discussions on this matter with Uttlesford District Council.

3   What is Mts ?

For over 10 years Mts has been a managed telecoms service that was offered by OGCbuying.solutions to other UK Government departments. It was historically designed, implemented and provided directly by OGCbuying.solutions using a number of suppliers.

After a lengthy PFI procurement, the provision of the Mts service was contracted to Global Crossing in November 1996 on a 10-year partnership contract. At this point Global Crossing took on the ownership of the incumbent voice service including approximately 70 on-site PBXs and 40,000 handsets. As part of the contract Global Crossing has the obligation of refreshing the technology of the managed voice service (hardware and software).

Mts is now best described as an all-encompassing telecoms service as opposed to simply being a voice service. The Mts framework contract now enables any public sector organisation (including local government and emergency services) and their agents to procure managed voice, data, bandwidth and value added telecom services without the need to undertake a formal competitive procurement as per EU/GATT regulations.

The service contract has been expanded in the last two years to ensure that a wide range of telecom services is available to user organisations including:

- IP Data services;

- Security services;

- Unified messaging services at additional charge;

- Disaster recovery services;

- Conferencing services – audio and video;

- Non geographic numbers and translation services;

- Mobility and home working services;

On a commercial footing, Global Crossing provides the Mts telecom services to OGCbuying.solutions, which acts as a broker for the 600+ Government offices, and departments that are now users of Mts. The service is currently provided to over 120,000 telephone extensions, 600 voice PBXs and 300 on-site IP routers. In acting as broker, OGCbuying.solutions uses the collective bargaining power of its user base to secure more advantageous tariffing than a single user organisation may otherwise secure on its own. OGCbuying.solutions re-packages the service offering, adding value and achieving economies of scale in the process. Global Crossing and OGCbuying.solutions work closely in the Mts partnership to ensure continued service growth and quality.

4   Mts Managed Voice Solution

The diagram below provides a high level view of how the new Mts proposition has evolved. These new services will be available to all Uttlesford District Council sites.
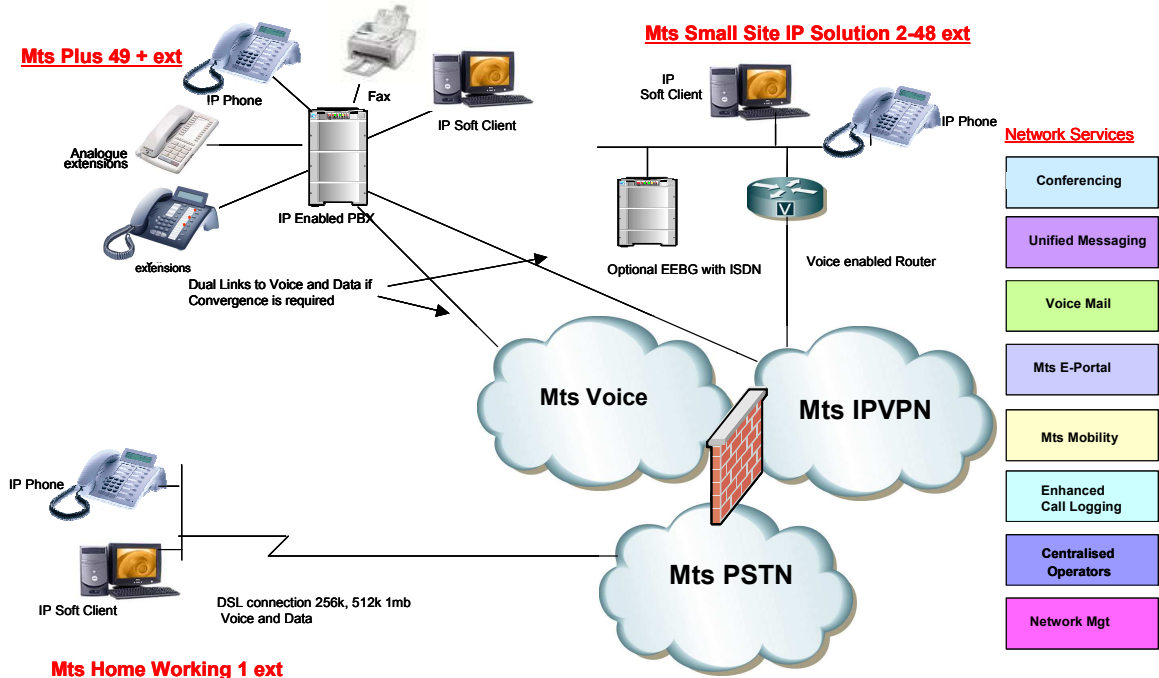
The diagram also depicts a number of central services including:

- Unified Messaging and voicemail services
- Centralised Operator Service
- Audio and video conferencing services
- Mts E-portal
- Call Logging Service
- ADSL home working package supporting voice and data;
- MPLS government specific IPVPN offering, which can support voice, data and video convergence.

In summary, the Mts service includes the provision of the following elements:

- On site IP enabled PBX provision, installation and maintenance;
- All incoming and outgoing network services;
- DPNSS direct and IP connectivity to the Mts private network
- Analogue fallback lines
- Provision of standard analogue handsets;
- Provision of manager/secretary digital and IP phones (a chargeable option);

- Provision of IP soft client phones (a chargeable option)
- ISDN2 (Braif) services via PBX
- All local, national, mobile & international calls (subject to OGCbuying.solutions validation)
- 24 x 7 central telephone operator service
- Service reports and call logging facilities
- Network based voicemail for all extensions
- Full Service Management
- 24 hour proactively fault monitoring of service
- Remote management of the PBX and network services
- Full 24-hour service management, maintenance and support;
- Service availability of the end-to-end service of 99.95%
- Mobility and hot desking services for all extensions
- Optional services.

5 Mts Mobility Solution Overview

The Mts Mobility solution is based on technology provided by Siemens, which was launched in conjunction with Global Crossing over two years ago. The Siemens Hipath Mobility server and Hotdesking functionality, which resides on the switch, has been stringently tested by both parties to ensure that there is no detriment to the Mts network and the voice services provided.

Mts Mobility comprises of two services: **Remote Working** and **Flexible Working**.

Remote Working - is designed to allow users to conduct business as if they were seated at their own desk – even while away from the office in locations that are not part of the Mts network. This could be from home, a hotel, mobile phone or any UK telephone.

By providing the remote worker with a free-phone number, no extra costs are incurred from any fixed telephone line when using the service. This is not the case when dialling free-phone from a mobile telephone, therefore Mts will provide Uttlesford District Council with a separate DDI number to call from a mobile.

The remote worker accesses a Mobility Server, which is located and maintained on the Mts network via the free-phone number and is then prompted for their secure ID to log on to the system. The secure ID when the user first logs on is a default ID that requires changing only once when the user is prompted. If for any reason the default password needs to be changed after the initial user prompt then an order must be placed on Mts to initiate this request. Alternatively Uttlesford District Council can have access to this server and initiate the change onsite.

Once logged on, a remote user can make and receive calls just as if they are in the office. All call usage remains inclusive within the standard Mts rate, negating the need for Uttlesford District Council's employees having to claim back call usage on expenses.

For employees who are already working remotely, it brings the functionality of the office telephone system to wherever they are, including but not limited to call back, transfer call and conference call. The list below provides what PBX functionality is available to the remote worker;

Busy Extension Diversion
Call Forwarding
Call Offer
Call Park
Call Pick Up
Call Waiting Indication
Conference Calls
Do Not Disturb
Enquiry
Executive Assistance
Executive Intrusion
Group Pick Up
Hunt and Distribution Groups
Immediate Extension Diversion
Pull Diversion
Ring Back When Free
Ring-No-Reply Extension Diversion
Save / Repeat Dialled Number
Stored Number Dialling
Transfer

Neither internal nor external callers are aware that the remote worker is not in the office. Calls to other extensions on the telephone system, or across the Mts network, will show the user's normal extension number on display telephones and not the line from which the remote worker is activated (thus protecting the privacy of home phone numbers etc). Similarly, the telephone number from which the user is activated is not displayed when making external calls, and instead the number normally transmitted by the office system (i.e. from the corporate numbering plan) will be shown.

Flexible Working complements the remote working service and provides Hotdesking capabilities at any Mts site. An Uttlesford District Council employee who is set up as a remote worker will have the added benefit of being able to hotdesk at a nominated Uttlesford District Council office.

A remote worker who occasionally wishes to work from an Uttlesford District Council office will log into the telephony system and activate their Personal Number. It is recommended for ease of use that digital handsets be deployed for any Hotdesking/ Flexible position, the latest digital handset available is the Siemens Optipoint handset. These digital handsets are menu driven and have scripted digital displays that makes the logging on and off process easier. If a remote worker forgets to log off from the system then the system automatically logs off the user at midnight. This parameter can be changed, but only at a site level.

6   PBX Provision and Maintenance

Global Crossing proposes to replace the existing PABX's with new Siemens Realitis DX PABX's.

Global Crossing's managed service approach is to provide software refreshes to the Mts community, during the lifetime of the contract.   So if new features and functionality becomes available, Global Crossing will, with prior consultation with Uttlesford District Council, make these available at no additional cost.

The PBXs would be appropriately sized to cater for current and future expansion requirements.   Global Crossing carries the risk of extension volume and infrastructure sizing as part of its service provision responsibilities. This ensures the service is flexible and changes can be easily accommodated. This is particularly attractive to local authorities who will be changing their accommodation estate or introducing new ways of working over coming months and years.

The PBX infrastructure is fully maintained and proactively supported by Global Crossing as part of its all inclusive active extension rental charge. There are no additional support charges.   If at any stage during the provision of service to Uttlesford District Council, any component, including handsets, develops a fault they will be replaced at no additional charge as part of the managed service approach (unless the equipment has been subjected to deliberate damage). Global Crossing carries this service replacement risk. This also includes all aspect of PBX uninterruptible power supplies.

All Uttlesford District Council sites will have on site Realitis DX's, which would have both switched based and IP based network interfaces. Extension ports will comprise of analogue, digital and IP interfaces. The quantity and mix of ports shall vary to accommodate the changing needs of Uttlesford District Council.   Global Crossing carries the risk of this change configuration, with Uttlesford District Council simply paying the prevailing charge for active extensions only.

7   Call logging Facilities

Call logging records will be collected via a data storage device connected locally to the PBXs. Global Crossing dials into the PBXs each night, and uploads call records to a central server. This central server will be available for access by pre-registered Uttlesford District Council staff to generate call logging reports from their desktop. The system is partitioned and each user will be issued with a password to control access rights. At present users gain access via a secure dial up modem connection however an upgrade of the central system by Global Crossing is nearing completion which will enable secure access via the GSI (Government Secure Intranet) using a web browser interface.

The user will be able to run call management reports against groups of extensions in particular departments or cost centres, and save them to their own storage area within the Mts customer server. These reports will only be viewable by the user that generated the report. Users will also have the option to download the management reports; this will enable users to view and manipulate the call management reports whilst not connected to the Mts customer server.

8   Voicemail Services

As part of the managed voice service Global Crossing provides voicemail services. For those sites directly connected to the Global Crossing network, the voicemail service is delivered using the centralised, network based voice-processing system known as **"Powermail"**. This service is provided inclusive within the extension rental charge. The deployment of Powermail with the mobility solution is recommended as the networked voicemail service will act as the fallback for messages in the event of busy or no reply.

The functions that the Powermail service will provide are:

- The ability to divert the calls to Global Crossing's Powermail service on no reply and/or busy and/or on a follow-me basis for internal and external calls;

- The ability to receive messages from other Powermail service users or external callers;

- Notification that a new unread message has been deposited in the Powermail user's mailbox;

- Retrieval of messages from any DTMF device (e.g. mobile handsets, at home etc);

- Sending of messages to other Powermail service users on an individual or group basis.

Individual Powermail mailboxes are password and PIN protected and users will be able to access their Powermail mailbox from any fixed or mobile telephone. Messages can then be actioned, deleted, saved, or forwarded.

For sites that are indirectly connected to the Global Crossing network, the voicemail service can be provided as a tariffed option. This service offers basic voicemail services. Users can access their messages from either their on site desk phone or from off site by way of calling a predefined telephone number and entering their appropriate PIN. The service is provided by way of installing a voicemail card in the on site PBX switch.

9   HPPC Agile

HPPC Agile is provided as a peripheral item under the Mts contract and is designed to provide the customer with real-time call statistics and other management information.

HPPC Agile delivers intelligent call routing, graphical reporting, and innovative productivity tools for both agents and managers – all with unprecedented ease of use.

For Managers

HiPath ProCenter Agile provides a Manager desktop that is truly unified, with a flexible interface and a familiar 'Outlook-style' screen layout. This means faster, easier design and configuration with an integrated tool for all management functions. The Manager-desktop includes the following work centres:

Administration Center allows the definition of users, groups, queues and devices. Pre-built, editable profiles and related permissions make setting up system users and resources a snap. Call wrap-up and availability reasons are also configured here.

Broadcast Center defines views and real-time statistics to be filtered and displayed on wallboards or streamed to agent desktops. By pointing and clicking, your own business rules, thresholds and display parameters can be quickly defined for immediate use.

Design Center is a powerful tool providing configurable, reusable components that can be used in intelligent routing strategies, schedules, call processing and queue processing flows. These components are implemented very easily using a visual drag-and-drop workflow style designer that automatically checks and validates your call handling and routing design as you create it.

Report Center provides a powerful yet easily customized engine to define and view a virtually unlimited number of real-time and historical reports. Real-time and cumulative views are updated continuously, presenting key information such as agent utilization, service levels, abandon rates and average talk time. These reports and views can be delivered in a variety of graphical and tabular formats. A built-in analytic model uses actual data trends to predict call patterns and volumes in real-time, enabling better decisions regarding staffing resources or call routing.
Thresholds and alerts can easily be setup to provide audio and visual notification to a manager when definable operating metrics are exceeded. For historical reporting, views can be quickly created by just pointing and clicking to select data elements and report parameters. Reports can be scheduled, viewed on-demand, printed or output to formats like Excel, HTML or PDF. Even detailed, searchable activity logs are provided to examine the step-by-step progression of any customer call or review the detailed activities of an agent throughout the day. The Report Center provides an endless supply of insight into your contact centre operations. The power of this flexible and easily customized tool allows better operational monitoring, more effective decision making, and the ability to proactively spot patterns and respond – before they become problems.

For Agents

The Agent desktop provides tools and information for handling calls more efficiently while boosting customer service quality. Features include:

- An intuitive, flexible interface that can be easily customized to fit any style
- Convenient 'tear off and park' screen elements and toolbars
- Streaming real-time statistics and personal performance data
- A visual Contacts Waiting Indicator
- A full set of telephony controls and tools for managing calls, including Speed Dial, Directory and Contact Log
- An automatic 'screen pop' with customer and call details, synchronized with the arrival of each call at the desktop
- An interface to 3rd party or in-house CRM systems to automate customer file retrieval to the agent's screen
- Availability status and wrap-up reasons which can be reported on
- A compact mode to reduce screen footprint to a system tray icon.

Further, to help drive first call resolution, agents can use the Team List feature to view the real-time presence and availability of their peers, managers or experts outside the contact centre, and include them on a call with just a mouse click.

10   HPPC Agile Call Director

Call Director, an optional module available with HiPath ProCenter Agile, is a fully integrated call processing application designed to enhance call handling productivity and customer service. HiPath ProCenter Agile Call Director features include:

- customized initial greetings and informational messages to callers;
- multi-layer caller navigation menus;
- caller prompts and digit collection (from the caller's telephone keypad);
- dynamic passing of collected digits to the Agent desktop or other 3rd party application (e.g. for screen pop);
- intelligent announcements while the caller is in queue;
- single point of administration through the Agile Design Center;
- support for up to six languages;

Because Call Director is part of the HiPath ProCenter Agile solution, no integration work is required to tie it into the overall call handling and reporting strategy. Call Director co-resides on the same server as the HiPath ProCenter Agile system, and works with an Interalia XMU+ voice processor device to execute audio messages and announcements.

Designing Call Director Flows

HiPath ProCenter Agile provides a Manager desktop that is truly unified, with a flexible interface and a familiar 'Outlook-style' screen layout. Within the Manager's *Design Center,* call processing flows can be created and implemented very easily using a visual drag-and-drop workflow style designer that automatically checks and validates the Call Director call processing design as it is created. To ease setup and administration, a library of configurable, reusable components for building call processing flows is provided. Call Director components are fully integrated into HiPath ProCenter Agile's Design Center, and are seamlessly incorporated into routing strategies. This means faster, easier design and configuration with an integrated tool for all management functions.

Messages and Announcements

Call Director provides greetings and informational messages to callers. This capability can be used to automate self-service for routine items like business hours, business mail or email address, weekly promotions or frequently asked questions and answers. Further, messages can be used to give the caller situation-specific information such as 'the contact centre is now closed for the day' or 'you will now be transferred to the operator'.

While a caller is waiting in queue, messages and announcements can be provided using your own customized audio messages to meet Uttlesford District Council's needs, without professional assistance. All recordings are stored as standard Wave files on the HiPath ProCenter Agile server.

Menu Prompts

Call Director call menu prompting allows a caller to select options and navigate through menu choices via their telephone keypad. These interactive menus allow the

caller to identify the specific subject matter of their call, and may be configured in multiple levels to accommodate more detailed choices. Also, callers may make menu choices while waiting in queue. This provides the option for a caller to leave a voicemail message or continue to hold after a specified wait time has elapsed, for example. Within a menu, the caller may also press general navigation buttons, such as '0' to speak with an operator or '*' to repeat a set of menu choices. Menus can be configured as interruptible to accommodate callers already familiar with the contact centres menu choices. This allows callers to input their menu choices immediately rather than wait for each menu prompt to play in its entirety.

Digit Collection

Digit collection is used to collect information from the caller through the telephone keypad for various purposes. For example:

> • the caller inputs their customer number, which is then used by the system to automatically look up their 'customer value tier' and set call routing priority accordingly
> • the caller inputs their 'trouble ticket' number which is presented on the agent's desktop along with menu choices made by the caller
> • the caller inputs their 'contract code' in order to validate their entitlement for customer support

All collected digits can be passed to the answering agent's desktop in real time in order to streamline call handling. Also, this inputted information can be passed to a 3rd party application, such as a customer service application or billing system, in order to automate retrieval of the customer's file.

Performance Level Messages

Before queuing, a caller will benefit from receiving real-time feedback regarding the status of their call. To keep your callers informed, Performance Level Messages provide intelligent information to the caller, based on real-time contact centre operating statistics. For example, callers may receive messages indicating:

> • estimated wait time for their call
> • number of calls ahead in queue
> • number of agents available
> • current service level

These intelligent messages help reduce call abandon rate by managing caller expectations, or give callers valuable information so they can choose whether to hold for an agent or leave a voicemail requesting a call-back.

11   Peripherals and Additional Services

Global Crossing is able to offer a full portfolio of voice peripherals and additional services that can augment the Mts managed voice offering. The list whilst not exclusive includes the following:

•   ACD & contact centre systems including wallboards etc;

•   On site operator consoles and electronic directory systems;

- Braille consoles, handsets for hard of hearing and other bespoke handset devices;

- Conference handset pods;

- Headsets and handset plug in modules to support headsets;

- Add on handset key strips to provide additional programmable keys;

- On site cordless Dect handsets;

- Disaster Recovery mobile PBX systems & hot standby network re-routing;

- Non geographic numbers (e.g. 0800, 0845, 0870 etc)

- Voice Recording services using Mirra 2 or Wordnet 2 devices;

Global Crossing is happy to investigate for Uttlesford District Council other specific requirements that may arise.

12   Project Management Approach

Global Crossing together with OGCbuying.solutions has developed its Project Management skills and methodology based on many years of practical experience in delivering major customer facing projects to a wide variety of clients operating in both the public and the private sectors.   Global Crossing's Project Management methodology is based upon the PRINCE2 method, which is widely recognised by many public and private sector organisations, both in the UK and overseas. The PRINCE2 methodology was specifically designed to provide a framework covering the wide variety of disciplines and activities required within a project.

Following its standard approach, Global Crossing proposes the creation of a project team for projects of this type. The team being the forum where representatives of Uttlesford District Council, Global Crossing and OGCbuying.solutions come together to make decisions and commitments to the project.

Global Crossing will play the leading role in the implementation. This will include project management, third party co-ordination and the physical implementation of equipment and upgrades.   The role of Uttlesford District Council in the implementation will be similar to that of a Senior User defined in PRINCE2.

The nominated Global Crossing **Project Manager** shall be responsible for the day-to-day running of the project, setting up and acting as chairman for project review meetings to which Uttlesford District Council will be invited. The Project Manager is also the single point of contact for Uttlesford District Council on all aspects of the project. He will also be responsible for the supervision of Global Crossing Service Delivery Management staff. Global Crossing **Project Engineer** shall be responsible for overseeing the implementation of all installation, upgrade activities on Uttlesford District Council sites. Detailed Project planning will begin upon Uttlesford District Council's acceptance of this proposal and will continue until Uttlesford District Council accepts the last phase of implementation has been successfully delivered. Every aspect of the implementation service will be reviewed with Uttlesford District Council prior to completion of the final project plan. Key activities as part of project will include:

- Project Launch with Uttlesford District Council.
- High level Uttlesford District Council Service Design validation.
- Detailed floor-by-floor data collection.
- Site surveys.
- Third party supplier management.
- Management of change.
- Risk Management/ register.
- Test & Handover requirements.
- Acceptance criteria.

13   Mts Voice Tariffs

The Mts Managed voice service is charged per active extension on a rental basis.

The charges from **1st April 2006** are represented in the table below are quoted exclusive of VAT.

OGCbuying.Solutions' Mts Voice Tariff	£ pa
Annual site charge	£0
Annual analogue extension rental	£225
Active Entry Digital extension rental	£261
Active Economy Digital extension rental	£275
Active Standard Digital extension rental	£281
Active Advanced Digital extension rental	£305
Optipoint Xpress Soft Client extension rental	£257
Optipoint IP 410 Economy extension rental	£297
Optipoint IP 410 Standard extension rental	£313
Video Conferencing ISDN via switch	£225

Notes:
1. The tariffs above includes the following;
    - On site PBX provision, installation and maintenance;
    - Project Management of installation
    - Mts Mobility Hotdesking and Remote Working
    - Voicemail;
    - DPNSS direct connectivity to the Mts private network & GTN at discretion of OGCbs;
    - 24-hour Centralised Telephone Operator Services;
    - All local, national, mobile & international calls;
    - Service Reports and Call logging facilities;
    - Network based Voicemail service;
    - Full Service Management; 24 hour proactively fault monitoring of service;

The table below details the tariffs for the HiPath Pro Centre Agile solution excluding VAT, these tariffs are inclusive of installation, ongoing maintenance and onsite training to be taken at the time of installation.

HPPC Agile	£ pa
1-20 Agents	£8,568.00
Call Director	£1,224.00

HPPC Agile Attachments	
Wall Board 4"	£746
Tri Colour Wall Board	£1,020
4 Port RAD	£1,428

Notes:

1) HiPath ProCenter Agile Solution tariffs include ½ day of on site supervisor training for 2 people to be taken at the time of initial installation and ½ day on site assistance on day the system goes live.

2) ACD Turret Training consists of 15 people per session, each session 1 ½ hour max in duration with no more than 4 sessions a day. One training session is provided for each 15 ACD agent block ordered