•Enhanced communication driving public service•

The Background

The devolved government for Scotland is responsible for the health, education, justice, rural affairs and transport issues that concern the five million people of Scotland. The current administration formed after elections in May 2011, with a purpose to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

The Challenge

The Scottish Government operates a wide range of sites across Scotland, which host over 10,000 users daily. In order to operate more efficiently and to centralise management of calls, they needed to implement a new IP telephony system. The system had to include user-friendly applications that would make functions (such as updating the internal telephone directory and setting up standard user profiles on handsets), simple and easy to do from a central office.

The Solution

To replace the government's legacy equipment, Daisy suggested the deployment of a highly resilient and flexible Mitel IP telephony solution, Virtual Mitel Communications Director (vMCD), throughout an initial seven Scottish Government sites, including its headquarters at St Andrew's House in Edinburgh.

Daisy House, Lindred Rd. Business Park, Nelson, Lancashire, BB9 5SR

T 0845 450 4520   **E** info@daisygroup.com

we are daisy.

www.daisygroup.com

The Result

The seven customer sites are now served from dual ISS servers in the east and west data centres and the telephony provision to active users and devices is being fed across the SCOTS network.

The deployment to 6,000 staff within these buildings is now complete.

Connections between MCD platforms use IP networking that encapsulates a Digital Private Network Signalling System (DPNSS). These trunks form a "cluster" resulting in a single virtual IP PBX across the Scottish Government estate. Digital trunking services are also provided at these sites using Mitel 3300MXe hardware platforms.

Daisy additionally provided a Nu-Point Messaging system to allow for the migration of voicemail users to a Mitel environment, providing a fully integrated experience.

To ensure that users were comfortable with the new system and that the integration was a success, Daisy provided integration testing.

"The investment in the new system is now allowing the Scottish Government to drive forward its plans for IP telephony and unified communications."

We would love to tell your story to our 40,000 monthly website visitors.

If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at **pressoffice@daisygroup.com** with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business' website.

Daisy House, Lindred Rd. Business Park, Nelson, Lancashire, BB9 5SR

T 0845 450 4520   **E** info@daisygroup.com

we are **daisy** .

www.daisygroup.com