

# Enabling Safe, Flexible Working at Lowest Cost



Derby City Council enables people to work effectively from anywhere with savings on space, power, and shared IT infrastructure

## EXECUTIVE SUMMARY

**Customer Name:** Derby City Council

**Industry:** Local Government

**Location:** U.K.

**Number of Employees:** 10,000

### Challenge

- Improve customer satisfaction through greater flexibility and speed of response
- Reduce power usage and ratio of hot desks to employees
- Lower cost of compliance across multi-tenant IT environment

### Solution

- End-to-end Cisco network
- Cisco Identity Services Engine for role-based, context-aware security
- Cisco Unified Communications, Unified Contact Centre Express, and Unified Computing System

### Results

- Total flexibility to work securely in council buildings, from home or partner offices
- Simple, safe partitioning of confidential data
- Exceeded target for reduction in desk count

### Challenge

Serving a population of a quarter-of-a-million, Derby City Council has 10,000 employees working at more than 30 locations. It urgently needed to renovate its headquarters, known as Council House, which was constructed in the 1930s. The Council also shares a call center, employing 95 agents, with the public housing agency, Derby Homes.

Miles Peters, technical architect at Derby City Council, says: “We work with a number of agencies, which is very challenging, as they have different requirements and security mandates. The traditional approach was to provide separate networks, along with segregated zones for different partners.”

### Solution

After some early due diligence work to fully understand its needs, the Council’s trusted IT provider Nowcomm designed a new high-performance network and communications system. With Cisco® Unified Communications Manager at its core, the solution supports locations ranging from primary offices with large numbers of people to libraries and drop-in centers.

The solution has reduced the number of physical servers and created a virtualized platform that adds flexibility while consuming less power. It also provides high-speed wireless connectivity for laptops and mobile devices. And, to provide the security that would allow the Council and Derby Homes to share the same infrastructure, Cisco Identity Services Engine (ISE) was built into the design.

Cisco ISE allows every single device and user accessing the network to be identified regardless of how they’re connecting: wired, wirelessly, or remotely. Once identified, the connecting device and user are then automatically and securely placed into the right part of the network. In this way Council users see only their resources, and Derby Homes see only theirs, allowing the economies of a single network solution to benefit both organizations.



“The solution doesn’t just make us one council: it makes us One Derby.”

Miles Peters  
Technical Architect  
Derby City Council

Advanced telephony is available to around 2500 extensions. Greater resilience is ensured with Cisco Unified Computing System™ virtualized servers spread across two data centers. The Council can also take advantage of single number reach (linking landlines to mobiles), Cisco Jabber® for instant messaging and presence, and better integration with videoconferencing systems. To help the Council dramatically reduce support costs, the Derby call center was reengineered and optimized using Cisco Unified Contact Centre Express.

### Results

Derby City Council now has a modern IT infrastructure that can meet its needs well into the future, with the flexibility to cater securely for multiple organizations on the same physical infrastructure. New users and guests coming onto the network can be added without imposing an overhead for configuration changes.

Acting together, Cisco Unified Communications and ISE enable the Council to operate an efficient virtual desk policy. “The results have exceeded expectations,” says Peters. “We’d hoped to achieve a ratio of seven desks to every ten staff, but we’re now looking at only six desks. So it’s been more than successful.”

At the call center, Cisco Unified Contact Center Express has streamlined call-flow management. Call handling and agent efficiency have improved through intelligent routing, call recording integration, and superior control of availability, queuing, and interactive voice response. As a result, the Council expects significant support cost savings, with the new contact center system paying for itself in just 18 months.

Peters sums up: “It’s become the template for flexible office space across the city. We can better manage demand and just as easily work from home or from partner offices. The solution doesn’t just make us one council: it makes us One Derby.”

### For More Information

To learn more about the Cisco solutions described in this case study, go to: [www.cisco.com/go/security](http://www.cisco.com/go/security) and [www.cisco.com/go/collaboration](http://www.cisco.com/go/collaboration)

### Product List

#### Security

- Cisco Identity Services Engine

#### Collaboration

- Cisco Unified Communications Manager Version 8.0
- Cisco Unified Contact Center Express
- Cisco Jabber

#### Data Center

- Cisco Unified Computing System



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