

## ABOUT BATHURST REGIONAL COUNCIL

**Business type:** Local Government authority which services a community of 36,000 residents. Bathurst is Australia's oldest inland settlement. Services delivered by Council include planning, tourism, water, waste management and road maintenance.

**Customers:** Consumers, businesses.

**Location:** Bathurst is located approximately 2.5 hours west of Sydney, Australia

## CUSTOMER NEEDS

- Link 15 buildings spread across a city with IP communications
- Reduce telecommunications costs between offices
- Improve customer service delivery

*“Mitel’s IP telephony solution is extremely easy to use, which means that any member of our IT department can now easily manage the phone system.”*

– Peter Fawkes, Manager of Information Services for Bathurst Regional Council



## Bathurst Regional Council Strikes Gold with Mitel IP Solution

### Solution

Peter Fawkes believes that if you want to keep a city running smoothly, you need to keep an eagle eye on efficiency and costs. Fawkes manages the technology services team at Bathurst Regional Council, an Australian local government body that runs the Australian city of Bathurst.

Employing over 400 staff, the Council provides a full range of facilities and services to its community of 36,000 residents, including planning, tourism, parks and recreation, water, waste management and roads. Bathurst is located two and half hours west of Sydney, and is Australia's oldest inland settlement.

With 15 buildings scattered across Bathurst, the Council relies heavily on information technology to deliver services to the community. Services need to be delivered around the clock. Reliability and efficiency are critical to keep city services running smoothly.

To allow growth and improve the efficiency of handling customer requests, Fawkes decided it was time to start migrating to IP telephony. Fawkes explained, “We handle hundreds of community requests every day, so efficiency and reliability are critical. We need a telephone system that never misses a beat.”

For Bathurst Regional Council, the efficient handling of community requests is essential.

Faced with an aging patchwork of PBX solutions from several different suppliers, and a need to efficiently handle hundreds of community requests each day, Fawkes chose to migrate the Council to a city wide Mitel® IP telephony solution. A Mitel Accredited Solutions Provider was chosen to design, install and provide ongoing remotely managed support for the new IP solution.



it's about **YOU**

### SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)

### RESULTS

- City wide gigabit Ethernet IP communications network
- Easier administration of voice systems
- Increased capacity and ability to handle customer enquiries

Taking advantage of an existing metropolitan high speed IP data network linking all of the major sites, the Council decided to use IP to handle all of the calls between offices. This has allowed them to lower call costs, and more efficiently use their existing IP network.

Two Mitel 3300 ICP systems were installed in a resilient configuration at the main Civic centre, which houses the core administrative functions of the organisation. The Library and Mount Panorama Pit Complex also received dedicated Mitel 3300 ICP systems. Over a planned two year migration, all 15 Council managed sites will retire their old fashioned PBX systems, and progressively migrate to a seamless Mitel IP telephony solution.

The savings in call costs from the Mitel 3300 ICP have been significant. With further savings coming from dramatically simplified administration within the IT department itself.

Administration of the Mitel IP Telephony solution is handled centrally, with easy to understand web based administration tools. Routine tasks which formerly needed an onsite visit are now quickly and easily handled by in-house IT support staff, without them needing to leave their desks.

Fawkes said, "Our previous phone system was difficult to manage. We administered our entire system from a single dedicated phone handset with a tiny 4 line LCD text display. Every time someone moved desk, we needed to make physical changes to cabling. Our new Mitel IP solution has web based management, and can be managed from any computer. Mitel's IP telephony solution is extremely easy to use, which means that any member of our IT department can now easily manage the phone system."

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