



Press Contacts:

Rob Skinner
Chameleon PR
0161 435 6520 / 07899 997080
rob@chameleonpr.com

Powys Council invests £350k in multimedia contact centre
Council committed to ensuring its citizens get access to services with Redstone contact centre solution

6th June 2007 – The Government’s drive to improve Local Authorities and ensure that citizens receive better access to services was a key driver for Powys Council to set up a new customer service organisation to become the face of the council, and it has chosen Redstone’s multimedia contact centre to be the lynch pin.

The contract that has been awarded to Redstone Converged Solutions, a leading provider of truly integrated end-to-end converged IP solutions, will see the contact centre rolled out across six Customer Service Centres, over 100 miles apart. This will ensure that citizens’ inbound calls will be routed to the right person, in the right area, with the right knowledge, and if necessary with the right language skills; an important consideration for the Welsh Council.

“We wanted to introduce IP telephony in order to improve customer service, but another huge benefit of the solution is that it will provide a more flexible working environment for our staff,” said Andrew Smith, Head of Information and Customer Services, Powys Council. “The new solution will allow us to implement a contact centre across six of our sites without the need to centralise. Furthermore, the smarter reporting functionality of the system will enable us to make intelligent decisions about what cover is required and when.”

“We selected Redstone because we were impressed by their consultative approach which demonstrated the necessary Avaya skills and customer focus that we were looking for in a long term partner”

The project, won in a competitive tender, will see Redstone deploy an Avaya multimedia contact centre. Redstone has considerable credentials having already deployed similar solutions for Dominion Housing Group and Medway District Council.



Paul Kennedy, Managing Director, Redstone Converged Solutions, said: “I am delighted that Powys Council has chosen Redstone for this exciting project. Our aim is to help them drive improvements in their customer experience. Having spent time understanding the Council’s overall objectives, their current business processes together with the challenges they face in the future, I am confident that our solution will allow the Council to enhance the access to services for their residents by focusing on the nature and quality of the interaction. The flexibility offered by our solution, allows them to really grow their service offering from their contact centres over the coming months and years.

“We believe that it is important that government offices understand and promote the adoption of technologies that improve interactions with their citizens” said Jonathan Buckle, Government Accounts Director, Avaya UK. “Local government authorities are now facing various challenges such as instituting flexible working practices and improving communications both internally and externally. This is why with Avaya’s Intelligent Communications solutions and our Business Partners we can help transform the delivery of public sector services, making it easier for citizens to access them while helping Government Institutions meet their targets” concluded Buckle.

The equipment is currently being installed, on target for the Council’s launch later this year.

- ends -

About Powys Council

Powys County Council is a Welsh Unitary Authority with 73 elected Councillors. It is relatively young, having been first created as a County Council in 1974, and then merged with its constituent district councils to become a Unitary Authority in 1996. However, its roots are deep, with the three constituent shires - Brecknockshire, Montgomeryshire and Radnorshire - stretching back centuries.

As a Unitary Authority the Council is responsible for all local government services in the county, including education, social care services, roads and bridges, leisure services, tourism and planning.

The Council employs around 8,000 staff working in many locations across the county in a wide variety of roles from refuse collector to social worker, from teacher to highway engineer.

The Council has a huge impact on the local economy, both by being its largest employer and by spending more than half of its £300 million turnover within the county's boundaries.

www.powys.gov.uk



About Redstone Converged Solutions

Redstone Converged Solutions is a leading provider of converged IP solutions, with expertise in contact centres, unified communications, IP networks, Intelligent Building (OneNET) and security. It is a division of Redstone plc, which has 800 staff, a turnover in excess of £150 million, offices throughout the UK and Ireland and is committed to becoming a leading provider of telecoms and IT solutions for business and public sector organisations.

Redstone Converged Solutions brings together the combined knowledge and experience of Xpert Communications and Redstone's solutions businesses and has numerous accreditations including Avaya gold, BT premier, Cisco gold, Microsoft gold and Mitel platinum among others. Redstone Converged Solutions takes pride in providing leading edge, innovative solutions to businesses and organisations in the health, education, local government, retail and finance sectors. For more information of products, services or other news, visit: www.redstoneconverged.co.uk