



Department for
Communities and
Local Government

● Highly secure communications increasing mobile working. ●

The Background

The Department for Communities and Local Government 1,800 employees work hard to create communities which are designed to improve everyone's quality of life, setting policy on areas such as local government, housing, urban regeneration, planning, and fire and rescue.

The Department for Communities and Local Government (DCLG) is a customer of Daisy Corporate Services (formerly Damovo UK).

The Challenge

When the project commenced, the key requirements outlined by DCLG were:

- Cost reduction
- Improved internal and external communications
- Support for a more flexible mobile working policy
- Reduction in carbon footprint
- Provision of a fully-secure Public Enquiry Service

The Solution

From 13 companies invited to tender, Daisy was selected as a preferred supplier. DCLG's reasons for selecting Daisy were given as being:

- Responsive and flexible approach to design and service requirements throughout
- Tailored service capability and strong team ethic
- Vendor-neutral approach
- Highly compliant bid – Daisy scored highest on key evaluation criteria such as the green agenda and sustainability, overall cost of ownership, and technical innovation and scalability
- ITIL centric based delivery model
- Hands-on approach to implementation

Daisy was left with a very tight timescale of just four months to meet the implementation deadline. The proving phase was completed, including Operational Level Agreement (OLA) process mappings and procedures, system acceptance testing, live user testing and operational testing of the Public Enquiry Service. Once approval for the full roll-out was given, this took place at a rate of 250 users per night on consecutive nights, with Daisy staff providing all necessary user training, supported by a team of 'floor-walkers' at a ratio of one to every 20 users, to ensure a seamless transition.



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DCLG now has a robust, highly- secure communications solution, with all applications for services such as voicemail or call centre software sitting remotely at the data centre. This not only makes the solution very simple to manage, but also effectively supports DCLG's Business Continuity strategy. The complete solution consists of:

- Secure Tier One hosted offsite dual resilient Mitel IP Telephony platform
- High-performance QoS-enabled IPT and video capable LAN
- Flexible and resilient Cisco MPLS WAN Service linking the three sites
- DDI facilities for all staff for the first time, with a total available range of 20,000 numbers
- New standard rate incoming 0303 numbers to reduce call costs for the public
- Mitel soft programmable handsets
- Sophisticated, easy-to-use, voicemail solution
- Fully featured audio conferencing
- Teleworking and mobile twinning capability
- Daisy-managed offsite PES team with custom-built CRM, which will continuously adapt and develop to meet changing demands
- Secure infrastructure to meet CESG Accreditation (Restricted Level)
- Flexible SLA-based Managed Service

The Result

With the continuous evolution of technology the next stage being considered is Fixed to Mobile Convergence, with facilities for mobile extension functionality, Least Cost Routing for mobile calls, fixed to mobile substitution and mobile UC - all of which could dovetail into the existing UC strategy to support the Department's mobile workforce even more effectively. There are also plans for an SMS broadcast solution to enable more efficient information delivery throughout the Department. Darren Scates, Chief Information Officer at the Department for Communities and Local Government, commented, "The Daisy solution 'ticked all the boxes' at tender stage and has gone on to prove itself. We now operate more efficiently thanks to our new mobile working capability, as our employees can carry out their jobs from anywhere.

For example, enabling staff who collaborate and gather information and write policy documentation to stay in contact with the office and stakeholders using their office DDI, even when working from home, reducing estates costs. Four months after launch, we already had 2,800 staff members on the system and this could grow to encompass the wider DCLG community as other telecoms contracts come up for renewal. The solution we now have in place has achieved all our objectives, and I am delighted with the support and expertise Daisy has provided throughout."

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



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