



## A new high-tech home for the Department of Housing

NSW Businesslink is a NSW State Government shared services initiative providing specialist back-office services to government departments. It currently delivers information technology, human resources, finance and administration systems to NSW Department of Housing (Housing), NSW Department of Community Services (DOCS) and The Department of Ageing, Disability and Home Care (DADHC).

These three organisations provide critical services to a many people of all ages and unique needs throughout NSW. To operate effectively, they rely heavily on their technology and communications systems.

When refurbishing the IT infrastructure and environment at Liverpool, Businesslink needed a powerful new telephony system ready to go as soon as the paint dried.

### A complex request and a critical timeframe

In the new building, they needed support for over 650 users with 600 voicemail boxes, conference calls, faxing and two busy call centres. The system also had to seamlessly integrate with the new Active Directory and Exchange 2000 environments, and with the Cisco IP telephony in use at an existing location in Ashfield. The system was to integrate with the Businesslink infrastructure in Liverpool, which has another 700 staff (including some Housing staff) and hosts the Housing data centre.

It was imperative that the communication between all the staff and buildings was smooth, fast and most importantly, cost-effective. Not to mention a system that was ready in time for the aggressive refurbishment schedule.

Given the complexity, tight timeframes and critical importance of the project, Businesslink decided to engage an expert partner to help them design, configure and implement the system.

### A long-term solution

When reviewing the options, a strategic decision was made to set up a system that would not only meet the immediate relocation needs, but would provide a communications platform to build on in the future as requirements changed.

After a thorough tender process, which reviewed both traditional and IP Telephony systems, Businesslink selected Allcom to work with them on the delivery of a Cisco IP Telephony system.

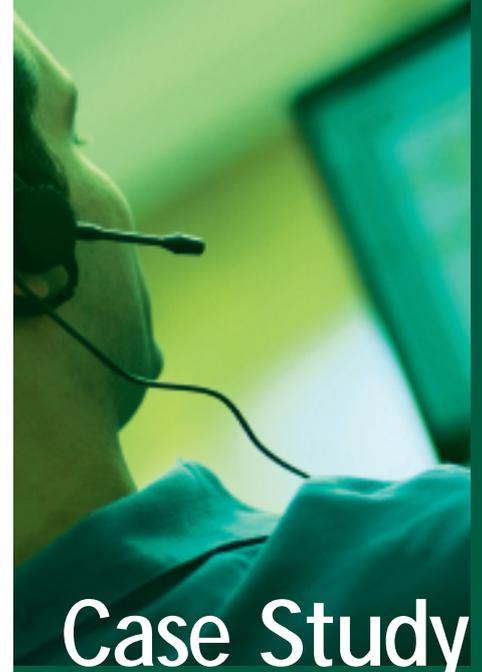
According to Paul Terroso, Businesslink's Communications Manager, it was Allcom's extensive experience and specialist expertise in IP Telephony projects that convinced them to choose Allcom as their partner.

"They had all the relevant IP Telephony experience, and we'd heard great things about a similar project they did for [The Registry of] Births Deaths and Marriages, which gave us the confidence they could deliver. We've got a good internal team, but creating a complex system from scratch like this one, we quickly decided we needed some specialist skills to complement our own".

### Streamlined and cost-free internal communication

Now, the separate buildings and departments are linked, which enables 4-digit dialling for calls between offices with no additional call costs as phone traffic is routed across the WAN. This frees staff to communicate and collaborate freely without the ongoing costs incurred with previous systems.

# IP Telephony



## Case Study

NSW Businesslink

### The challenge

To provide a highly functional telephony system serving 650 users with 600 voicemail boxes that would integrate with Active Directory, Exchange 2000 and connect to two additional buildings with a further 700 staff.

### The solution

Cisco IP Telephony.

### The benefits

Cost-free 4-digit calls between separate buildings.  
Moves, adds and changes take 20 minutes instead of two days.  
Simplified management in-house with no expensive call-outs.  
Easy, low-cost scalability for new users.

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*Paul Terroso, Communications Manager, Businesslink.*

#### Setting up new users from two days to 20 minutes

Using the previous PABX systems, setting up a new user involved the cost of contractors to set up the system and would take a few days arrange. "Now we can set up a new user ourself on the system in less than 20 minutes. Then the new staff member just plugs in their phone and away they go!" said Terroso.

#### Ease of manageability saves money and time

The system was designed so that Businesslink staff could easily manage the day-to-day operations themselves. This saves time, money and increases efficiency when compared with older systems.

#### Scalable for the long-term strategy

With minimal work, the system could extend to connect other offices or departments, including the ability to provide free internal phone calls. This would be incredibly beneficial if they decided to link in their regional offices. Further, the total cost of ownership can be diminished through removal of multiple PABX systems and bringing system administration internal.

#### On time on budget delivery

Driven by the fixed construction plan, Allcom had to work closely with the client, builders and electrical contractors to ensure timely delivery was achieved within budget. Allcom's flexibility to amend schedules, escalate issues and provide innovative fixes fast was core to the success of this project.

### The Future

Businesslink is currently reviewing its long-term data strategy to look at ways at further leveraging their systems to help Housing, DOCS and DADHC deliver even better services to the community. The architecture Allcom has designed this system means, whatever direction the needs of the community take them, Businesslink will be in a position to rapidly adapt and grow.

On working with Allcom, Terroso says, "From a purely technical point of view they most certainly knew their stuff, plus all the staff I dealt with were very easy to work with. I look forward to working with them further on developing this project and future projects."

### Find out more

For further details on this project, or information about Allcom Networks, please contact Andrew Leigh on (02) 9921 1355 or [andrewl@allcomnetworks.com.au](mailto:andrewl@allcomnetworks.com.au). Or visit our website, [www.allcomnetworks.com.au](http://www.allcomnetworks.com.au).

### About Allcom

Since 1996, Allcom has provided effective and innovative IT solutions

Our solutions include total system integration encompassing the implementation of leading edge technologies and infrastructure design.

Regardless of whether you want to streamline communications between branches, speed up network transactions, implement an effective customer contact centre, incorporate wireless networking, introduce new applications or strengthen the security of your network, Allcom can design and implement a proven solution. Contact our friendly, professional team.

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