



# Gaining competitive advantage through BT systems and support

Dalkia Ireland is ready for disaster thanks to a new IP telephone system

## Executive summary

There have been a number of factors driving the migration to IP PBX telephone systems that interoperate with the PSTN (Public Switched Telephone Network) and deliver voice over data networks. Cost savings, ease of management and a range of advanced telephony features were all attractive to Dalkia Ireland, but it awarded a contract to BT because of another factor that was critical to its business.

High availability and a resilient communications infrastructure were essential for the facilities management company which provides helpdesk and contact centre services to its clients on a 365, 24/7 basis. Downtime for the telephony system was not an option so a backup solution had to be put in place.

“I looked around at what was available and IP seemed the obvious way to go,” said Declan O’Brien, IT Consultant, Dalkia Ireland. “We went with BT and a Nortel system because it was the only solution that came back from the tendering process that offered us the high availability we needed.”

BT carried out the end-to-end installation of Nortel IP network and PBX, fitting 120 separate lines in the main office and 10 for the contact centre. “It was a successful implementation into a very complicated site,” said a BT spokesperson, “We had to work from scratch, building the solution on an independent platform in a serviced office environment.”

The core solution is a Nortel CS1000HA, an IP PBX system that offers wide-ranging call processing and telephony features. More importantly to Dalkia it provides a highly available backbone that can be configured to

offer resiliency across every critical hardware and software element. If a core component fails, a mirror telephone system continues to operate.

With maximum system uptime Dalkia is able to differentiate itself from its competitors and use resiliency as a unique selling point to customers who require helpdesk and contact centre support.

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**Declan O’Brien  
(Aldolex Irl Ltd) IT Consultant  
Dalkia Ireland**

# Case Study

## Dalkia

### The Business Case

In Ireland Dalkia is a leader in facilities management, providing its clients with a range of services, from mechanical and electrical to lighting and energy management. An impressive client base includes financial institutions, pharmaceuticals, technology companies and media organisations.

The headquarters in Swords, Dublin, is home to the company's helpdesk and contact centre. When the company's existing communications arrangement was withdrawn as part of a change in the tenancy arrangements of its serviced office, Dalkia needed to find a new solution.

Rather than replace the existing TDM system with the same technology, the decision was taken to migrate from a traditional digital telephone infrastructure to an IP environment. "The cheaper running costs were a driver, along with the ease with which moves and changes can be carried out, and it seemed to be the way that technology was going," said Declan O'Brien, the IT consultant in Dalkia.

The other main driver was to ensure high availability for the helpdesk service that Dalkia offers to its customers. Fully manned from 7-8pm, Monday to Friday and 9-5pm on Saturday, Sundays and holidays, it was essential that a mirror system was in place in the event of a disaster. Delivering seamless telephone support to its clients was a business critical requirement.

BT won the significant contract to deliver and support an end-to-end solution, including a data network entirely comprised of Nortel products. The Nortel CS1000HA IP PBX was the core component, a best-of-breed system that has over 750 call processing and telephony features. The redundancy mechanism was the other key selling point that made it the system of choice for Dalkia.

"There are effectively two systems that constantly pole each other. If one goes down the other seamlessly takes over," explained O'Brien. "We

looked at other solutions but they were ultimately rejected because they couldn't offer that high availability. The fact that BT and Nortel are among the top companies in their fields also helped the decision process"

The main HQ is also connected to a smaller office 2km away via a Survivable Remote Gateway (SRG). In the event of a disaster that brings down the main office, business continuity is assured as far as telecommunications is concerned. "If we have to evacuate the main building we can register our phones down there and even use it to run our helpdesk," said O'Brien.

BT equipped Dalkia with 130 Nortel IP licenses and Nortel 1230 desk sets. The new breed of phone and the CS1000HA come with a selection of programmable features that help increase productivity. For Dalkia this is immediately evident at the switchboard where incoming calls are automatically offered three routing options that cover the most frequent queries. Automating the process has given the receptionist more time to get on with other duties.

Another benefit has been the improved reporting that the system delivers. The company has much more visibility on how incoming calls to the helpdesk are handled; giving Dalkia intelligence it can use to improve customer service. "It gives us statistics on things like abandoned calls, information that we simply wouldn't have had before," said O'Brien.

Overall, he has been very satisfied with the migration to IP. "We have been delighted with the system and the way that BT handled the installation. They have done a really great job."

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Registered office: Grand Canal Plaza,  
Upper Grand Canal Street, Dublin 4.  
Phone +353 (0)1 4325000  
Freephone 1800 924 924  
Registered in Ireland No. 141524

Riverside Tower,  
5 Lanyon Place, Belfast, BT1 3LP.  
Phone +44 (0)28 9021 6161  
Freephone 0800 800 152

