

“Itica defined our voice strategy and how to achieve it by using IP Telephony”

Group CIO

BENEFITS

- Global voice strategy
- Market assessment of IPT technologies
- Informed shortlist of IPT manufacturers

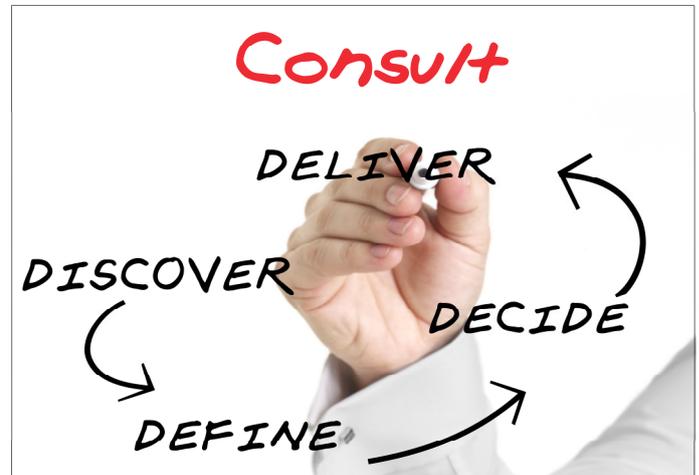
Fast growing global risk consultancy

Having previously delivered a global WAN solution for our client, Itica was requested to assist the selection of a Voice technology solution to replace the ageing system at the London Head Office.

The solution needed to meet the requirements of the Head Office and also form the basis of a global technical standard which could be rolled out to our client’s other locations.

A noticeable trend in our client’s business had been the increasing levels of team working and interaction across multiple locations.

Part of Itica’s work was to ensure that the global standard dictated a consistent set of messaging and collaboration services within the solution.



Itica

Using the first stage (“Discover”) of our generic four stage process, Itica worked with the CIO, key business stakeholders and IT team to establish the business and technical requirements and the current status of the Telephony services.

The key requirements established were to:

- Replace the existing system on a like-for-like basis
- Form the basis of a broader initiative to provide a global Unified Communications and Collaboration toolset

The next stage in the process (“Define”) was to establish which IPT Technologies could best meet the full set of business and technical requirements.

About our client

Our client is an independent, global risk consultancy specialising in political, integrity and security risk. It helps some of the most influential organisations in the world to manage the risks of operating in complex or hostile environments.

It supports its clients by providing strategic consultancy, expert analysis and in-depth investigations through to handling sensitive political issues and providing practical on the ground protection and support.

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IPT TECHNOLOGY ASSESSMENT

A core tenet of the business vision of our client is to operate as “One Firm” globally. Our client was therefore seeking an IPT technology manufacturer who could deliver:

- Longevity and success in the IPT, UC and Collaboration market, underpinned by a credible and sustainable investment plan
- A flexible systems architecture and design that can scale to support a reliable and cost-effective solution for non-UK locations
- An integrated Unified Communications feature set which could form the basis of a broader collaboration service

Itica reviewed the market and established that four manufacturers could meet these requirements effectively:

- Manufacturer A - offers open standards and the ability to integrate other vendors' technologies
- Manufacturer B - can deliver an end-to-end LAN/WAN/IPT technical solution
- Manufacturer C - is a leading supplier to the professional services market
- Manufacturer D - has a strategic relationship with Microsoft

Each manufacturer was approached and all agreed to participate in the selection process.

SELECTION PROCESS

Itica created and issued a Request for Information (RFI) to the four manufacturers.

The RFI focused on the features and options available within the core system. It included the approach to security, reliability, availability and scalability to provide a global solution.

It also examined the strategy for Unified Communications and how each manufacturer addressed Presence, Instant Messaging, Unified Messaging (email, voice-mail, text and fax), application sharing and video-conferencing via a single user interface.

The manufacturers presented and demonstrated the solutions and the evaluation team scored each solution against an agreed set of criteria.

RESULTS

The evaluation resulted in two manufacturers being eliminated from the process and two manufacturers being asked to submit detailed designs and commercial propositions.

Our client was now left in the happy position of being able to conduct further meetings with these two manufacturers, knowing that they represented the best options to fulfill a defined, current and appropriate global voice strategy.



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