Network computing

Location: Central London

Business Type: Public Events Venue

Project: VoIP Telephone System

Following several months of planning and preparation Network Computing partnered with BT and Mitel to install a new Voice over Internet Protocol (VoIP) telephone system with 130 handsets.

The project was driven partly by the recognised need to replace aged telephone hardware, coupled with a requirement to provide integrated telephones to venue space in a newly built Rehearsal Centre a few streets away.

Early in the determination process it seemed probable that a VoIP system would be most appropriate, and this was confirmed when it was determined that office space constraints could be alleviated by flexible seating areas with 'hotdesk' phones which allow an individual's extension to follow them from desk to desk.

Extending this idea further we concluded that if all phones were programmed to 'hotdesk' we would be part way toward achieving business continuity aims if potentially key staff could be allocated a spare handset to plug into their domestic broadband which might facilitate the possibility of 'connected' working from home should circumstance dictate.

The challenges were significant.

Being a public venue open 364 days a year the transition window was minimal.

The entire data network infrastructure needed to be upgraded to provide Power over Ethernet (PoE), Quality of Service (QoS), and Virtual Local Area Network (VLAN) capability.

The Rehearsal Centre had to be prepared for data services, and a LAN Extension Service (LES) installed between the two buildings.

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VoIP Telephone System continued…

Public ticket booking lines could not be interrupted and Box Office call handling message flow needed to accord with operating procedures.

Nearly 150 users needed to be trained in the operation of the new 'hotdesk' based system and voicemail facilities.

And of course in the process of upgrading the network we could not interrupt normal data processing, the shop Electronic Point of Sale (EPOS) systems, nor the Box Office or On-Line web bookings which are hosted on internal servers.

Through a combination of planning, determination, long days and perspiration the project was a complished on time and with minimal interruption.

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Network Computing At Your Service

Network Computing have been providing IT support to small and medium-sized businesses throughout Kent and London since 1993. We are proud of our professional, friendly team at Network Computing. Our Technicians are reassuringly approachable, competent and committed to resolving your issue. We pride ourselves on providing a first class level of service to our customers and in turn have a high level of customer loyalty and satisfaction.

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