



North Hertfordshire College

LYNC

risual

the customer

overview

Customer

North Hertfordshire College

Website

www.nhcf.ac.uk

Number of employees

500 permanent staff

500 agency staff

Country or region

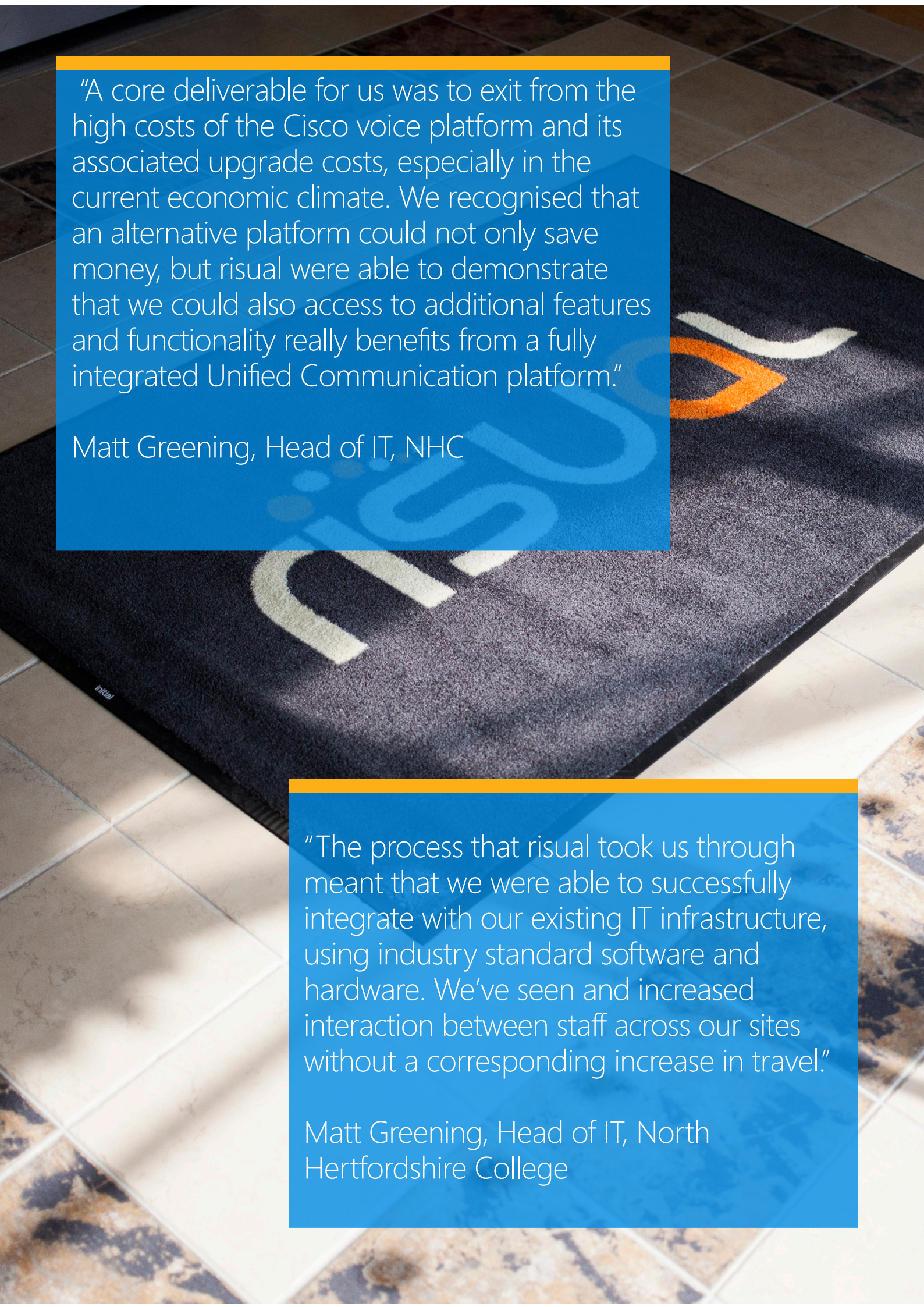
United Kingdom

Industry

Education

Customer profile

North Hertfordshire College is a further education college in Hertfordshire with an ambition to provide exceptional opportunities for its students, communities, employers and stakeholders.



"A core deliverable for us was to exit from the high costs of the Cisco voice platform and its associated upgrade costs, especially in the current economic climate. We recognised that an alternative platform could not only save money, but risual were able to demonstrate that we could also access to additional features and functionality really benefits from a fully integrated Unified Communication platform."

Matt Greening, Head of IT, NHC

"The process that risual took us through meant that we were able to successfully integrate with our existing IT infrastructure, using industry standard software and hardware. We've seen and increased interaction between staff across our sites without a corresponding increase in travel."

Matt Greening, Head of IT, North Hertfordshire College

the problem

College Achieves High Degree of Productivity and Collaboration.



North Hertfordshire College (NHC) is a college of further education based in Hertfordshire, across five main centres in Stevenage, Hitchin and Letchworth Garden City and has an ambition to provide exceptional opportunities for all of its students, communities, employers and stakeholders. It has recognised the changing landscape in terms of funding, student expectation and demand, significantly challenging the traditional paradigm of a further education college.



change of business needs

North Hertfordshire College realised that the transformation of the college would require collaboration with others who shared their vision for a more entrepreneurial culture and college. Their goal is to become a disruptive influence in the sector and to create first mover colleges that can get behind a shared vision enabling colleges to maximise the resources needed to realise their ambition. Using resources earmarked for curriculum development, technological improvement, and workforce development in particular, North Hertfordshire College committed to an investment that would put them in the vanguard of a movement to create entrepreneurial colleges in the UK.

NHC have been successfully trialling Microsoft Lync 2010 for a year and were in the position to look to move to a fully operational deployment, to support around 1000 employees, including telephony roll-out to around 300 users along with a complete replacement of their legacy Cisco PBX environment.



the solution

Using risual's engagement model, the Microsoft Lync 2013 voice platform was a natural solution to meet the requirements of NHC, especially given that the college already had some of the licensing as part of their campus agreement, and that Microsoft offer a high discount for educational facilities. The solution proposed by risual will allow North Hertfordshire College to access instant messaging, web conferencing and data collaboration, multi-point and peer-to-peer audio and video and Enterprise Voice and Lync IP Telephony.

Integration with the college's existing IT infrastructure was critical to achieving NHC's objectives. They were keen to reduce the number of vendors and to improve the ease of maintenance and control from an IT perspective.

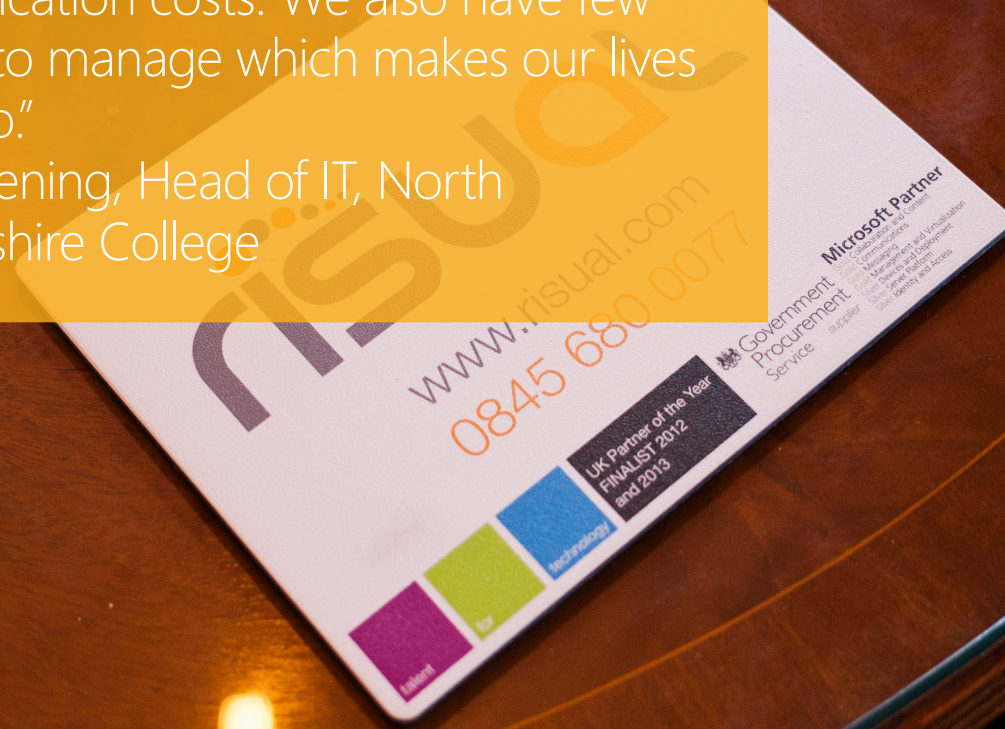
benefits

North Hertfordshire College have seen a wide range of benefits from the deployment.

- Reduced Costs
- Reporting- The reporting from the implementation of the Microsoft Lync 2013 provides the ability to gain analysis and management information to identify improved efficiencies, and identify potential areas for further improvement.
- Unified Platform- Lync 2013 has given NHC a unified platform for communications where employees have greater accessibility to their colleagues, through access to instant messaging, web conferencing and data collaboration, multi-point and peer-to-peer audio and video and Enterprise Voice and Lync IP Telephony
- Improved Communication
- Increased Productivity and Efficiency- North Hertfordshire employees now have access to information in a faster.

"Our users can adopt easier and more flexible ways of working and it has enhanced their mobility. From an IT perspective, risual has ensured that we have the ability and agility for future estate changes and well as reducing on-going maintenance costs and communication costs. We also have few vendors to manage which makes our lives easier too."

Matt Greening, Head of IT, North Hertfordshire College



"We wanted to ensure that North Hertfordshire College were able to achieve their key deliverables in the timeframes that they'd specified. To expedite the roll-out, we worked through our engagement methodology of evaluating their current situation and requirements, planning the deployment, building the design and infrastructure, testing and deploying. The final stage is the operational management, which was critical to NHC."

Alun Rogers, risual

Contact

w: www.risual.com e: sales@risual.com t: 0845 680 0077 f: 01785 226555