

Responding to NSW Police 000 call to support multi-vendor voice and data systems

NSW Police Force



Customer

As Australia's oldest and largest police organisation, the New South Wales (NSW) Police Force serves a population of seven million across the state from its corporate offices in Sydney and Parramatta and more than 500 urban and regional police stations. The Force's 16,000 operational and administrative personnel provide land, sea and air services to the people of NSW.

Challenge

The NSW Police Force's Business and Technology Services (BTS) team was looking to streamline its technology operations and to improve the reliability and uptime of its multi-vendor voice and data systems.

A tender was issued to provide reliable, continuous and effective services essential for NSW Police's core communications functionality, including the management of incoming emergency calls from the public via its 000 Support Centre and the Police Assistance Line.

Michael Gallacher, Minister for Police and Emergency Services, said: "Our voice and data communications network is a critical resource that enables our frontline police to perform their duties on a daily basis. The support and maintenance of this network ensures the NSW Police Force can continue to improve its service to the citizens of NSW."

The service arrangement was also to free the BTS team to focus on business requirements and improving customer service.

Customer

- NSW Police Force

Industry

- Government

Challenges

- Maintenance and support of state-wide, multi-vendor voice and data systems
- Improvement in reliability and uptime of the network

Solution

- Expanded NEC Network Operations Centre as backbone for first-level support and maintenance capability
- NEC recertification as a Cisco Gold Partner

Results

- Reliable, continuous and effective services for core communications functionality
- Internal ICT team free to focus on business requirements
- Improved customer service to citizens of NSW

Services

- Managed support and maintenance services

NEC Australia's proven ability to manage multi-vendor environments was a key factor in winning the contract.

Solution

NEC was awarded the multi-million dollar, three-year network support and maintenance contract that contains two one-year extension options. It covers all the organisation's telephones, PABX units, the Genesys call centre system, Cisco Call Managers, Cisco switches, routers, firewalls, wireless LAN and IP networks.

The arrangement builds on NEC Australia's existing eight year tenure, delivering voice platform and services to NSW Police. This broadened partnership is a testament to NEC Australia's track record in delivering innovation and an unparalleled ability to reliably manage technological and operational change for its customers.

This mission critical operational communications and information infrastructure is a team supported project incorporating NEC Australia's network engineers and technicians as well as the organisation's enviable relationships with service partners.

Results

The conditions of the contract paved the way for major investments in ICT infrastructure, training and employment opportunities. NEC Australia is investing in the expansion of its Network Operations Centre (NOC) in NSW.

The expansion of the NOC monitoring centre operations into Sydney is part of the backbone of NEC Australia's local, around-the-clock network support and maintenance capability for multi-vendor environments.

This extension not only met the NSW Police Force's requirements for first-level support but will also create ongoing employment growth and training opportunities both at the centre and across regional NSW.

NEC's major investments in its data network practice also include its recertification as a Cisco Gold Partner and a major customer support systems transformation program with world's best service desk technology.

“This is a great example of Government and industry working together to strengthen the State's ICT sector. IT skills are critical to the long-term health of the NSW economy and the Government welcomes NEC Australia's commitment to invest in training and infrastructure.”

- The Hon. Andrew Stoner, Deputy Premier, Minister for Trade and Investment, and Minister for Regional Infrastructure and Services

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NEC Australia specialises in communications solutions and services in multi-vendor environments, including systems integration, specialist communications solutions, data networking, unified communications and collaboration, biometrics, digital signage and display solutions. Its IT solutions services comprise business and IT transformation consultancy, professional services, application and solutions development and infrastructure and applications managed services. For more information, visit NEC Australia at au.nec.com

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