
Food Standards Agency (FSA)
Introduce better ways of working with ANTENNA

ANTENNA[®]
Powered by 4net Technologies





Background

Food Standards Agency (FSA) is an independent Government department working across England, Wales and Northern Ireland to protect public health and consumers' wider interests in food. It's their job to use their expertise and influence so people can trust that the food they buy and eat is safe and honest.

The FSA strategy, 'Food We Can Trust 2015-2020', recognises that there are growing challenges around food safety, affordability, security, and sustainability. The policy outlines their purpose and responsibilities, and the roles and responsibilities of others, in meeting these challenges.

The FSA employs 1500 people across the UK, with 900 being office based.

The Challenges

The FSA was coming out of a contract with Capita who provided all their communications requirements. They had an increasing need to accommodate remote users and wanted to consider Cloud Services, Networks and Data Centres, user devices and the replacement of their existing Video Conferencing. The end of their contract with Capita meant that they had to meet very tight deadlines and, as they were using Skype for Business, they had to look at ways to tightly integrate this with any solution they were considering.

“Once the FSA had made the decision that the ANTENNA service met all our user needs, the process of contracting with 4net was quick and straight-forward. 4net were supportive of collaborative discussions to ensure the contracted service best met the FSA's requirements, aligning to our desired payment profiles and enabled work to commence on service transition almost instantaneously.”

Craig Thomas
FSA Commercial Manager.

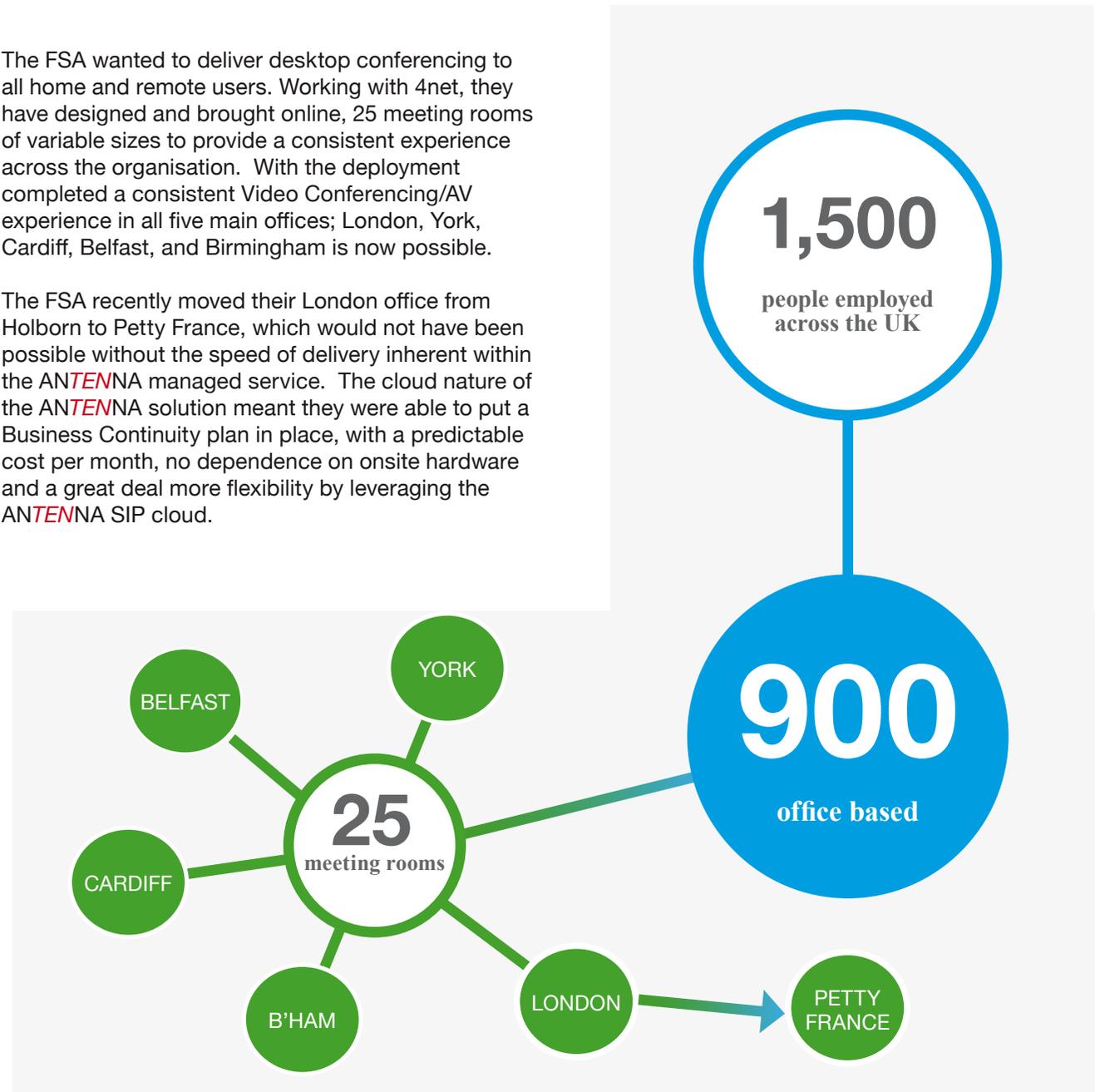
The Solution

The FSA decided that ANTENNA would deliver their communication requirements. ANTENNA is a ground-breaking, secure and shared community cloud service, providing Telephony, UC, Contact Centre, and Collaboration developed jointly between the Prime Minister's Office and 4net Technologies. ANTENNA is hosted in highly resilient Government Datacentres and is scalable to over 350,000 users. ANTENNA can be extended and mobilised within extremely short lead times.

The FSA's old system was a stand-alone Avaya solution and, although they are considering getting rid of their handsets in the long term, they were not in a position to go to an entirely soft client solution, so did not need to replace them at this stage in preference for redeploying them on ANTENNA.

The FSA wanted to deliver desktop conferencing to all home and remote users. Working with 4net, they have designed and brought online, 25 meeting rooms of variable sizes to provide a consistent experience across the organisation. With the deployment completed a consistent Video Conferencing/AV experience in all five main offices; London, York, Cardiff, Belfast, and Birmingham is now possible.

The FSA recently moved their London office from Holborn to Petty France, which would not have been possible without the speed of delivery inherent within the ANTENNA managed service. The cloud nature of the ANTENNA solution meant they were able to put a Business Continuity plan in place, with a predictable cost per month, no dependence on onsite hardware and a great deal more flexibility by leveraging the ANTENNA SIP cloud.



“We migrated from an on-premise service to ANTENNA with an exceptionally tight deadline ahead of the end date of our previous managed service contract. 4net were able to migrate us to the new service in less than two months without an excessive support overhead and avoiding any loss of service”

Tim Lewis -
FSA Solutions Architect.

The Benefits

ANTENNA has enabled the FSA to introduce better ways of working. The collaboration delivered by the video conferencing in meeting rooms has been transformational, saving both time and money.

The FSA is planning for a future free from hard phones on desks, with unified calls to laptops from any device.

“Before our migration to the managed service we experienced regular outages on our voice network and frequent issues with both packet loss and latency with our VoIP service. Since adopting the managed service, these issues have been eliminated and the number of service desk calls relating to telephony issues significantly reduced”

Tim Lewis - FSA Solutions Architect.

Adopting ANTENNA as part of the IT and Communications strategy has allowed the FSA to build an integrated and cohesive solution to provide their user base with:



4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our contact centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Microsoft and Enghouse, to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.

4net Technologies Ltd, 3 Scholar Green Road, Cobra Court, Manchester M32 0TR

0161 864 5130 | www.4net-technologies.com

