

IntelliGate gets into Library's good books



Facts & Figures

The Customer

- National Library of Wales, Aberystwyth

The Solution

- IntelliGate IP PBX – 330 Extensions
- Office 1550 PC Based Operator Console
- Centralised Voicemail & Auto Attendant
- AIMS on-site and remote system management

The Benefits

- System able to grow with Library's expansion plans
- Fast handling of calls via new switchboard system
- Efficient message handling
- Improved internal communication

Based in Aberystwyth, the National Library of Wales is a large site that is home to over four million books, periodicals, newspapers, official publications and maps. Since 1911 the library has collected every book published in Britain and Ireland, but its service does not stop there – the NLW organises and runs exhibitions and lectures as well as publishing its own books, magazines, posters and cards. Ongoing expansion meant that the library decided to upgrade its existing Ascotel system from Ascom (now known as Aastra Telecom UK) with the very latest Ascotel IntelliGate IP PBX to extend its communications throughout the large site to help improve customer service and internal communications.

Already a long-term Ascotel customer, the library upgraded its existing system to the latest Ascotel IntelliGate IP PBX version 6.0, which has doubled its capacity to 400 ports and now offers 150 DECT cordless handsets. This expanded system now provides the library with fully integrated communications for all its departments across the whole site. With a centralised PC based operator and switchboard, all enquiries and voicemail for key staff are handled centrally, providing a more efficient and smooth internal and external service.

Avril Jones, head of the computer section at the National Library of Wales, says, 'We have used the Ascotel system for some years now as it has offered us great flexibility with a wide range of features and expanded its

functionality and size as required in this time. The system has proven to be extremely reliable and the service and support from Aastra is excellent. This latest upgrade ensures we can continue with the 'IP ready' IntelliGate system for many years to come, upgrading and enhancing our system as our requirements change.'

Centralised coverage for the whole site

With well over 300 extensions now in use, the NLW is able to reach any member of staff in all departments quickly and easily wherever they are throughout the building. The extensive range of features on the Ascotel IntelliGate system enable all staff to see who is calling, internal or external, and even deflect selected calls through to voicemail if required. This is very useful when staff do not want to be disturbed.

Centralised switchboard & ticketing

With exhibitions and lectures, as well as its library services, the NLW receives a high level of incoming calls. The IntelliGate system incorporates a PC based Windows Operator console providing the receptionist with important information, including details of external and internal call traffic and extension status. The console also allows the receptionist to take multiple calls and hold or transfer them throughout the library easily. The PC console also allows the NLW to centralise and more efficiently issue loan tickets for important library material, improving customer service.

Centralised Voicemail

The fully integrated Ascotel Voice Mail system was installed to provide individual mailboxes for all staff when they are busy or out of the office, enabling simple retrieval of messages from the desk or by dialling in remotely. In addition, the Ascotel voicemail system can be programmed to call out via a mobile or other phone to alert key staff immediately when a message has been left. This has significantly reduced the amount of lost messages and frustration, which had been caused by trying to pass on urgent information to key staff.

System Management

With AIMS (Ascotel Information Management Software) both The Library's own staff and Aastra's Service Centre personnel are able to offer either on-site or full remote system and diagnostic support, including remotely programming system changes, even changing feature keys on individual desktop Office handsets as and when required.

Avril Jones says, 'We are thrilled with the upgrade as it has consolidated all our communications requirements and helped improve contact with our customers and staff. DDI has meant that key staff and departments can be contacted directly and the new screen-based switchboard has improved the way we handle our incoming calls. With Calling Line ID (CLI) we also know who is calling us! I remain very impressed with Aastra's level of service – everyone has been very professional and helpful and the project management of the whole installation was excellent.'

Roy Goodall, account manager at Aastra Telecom UK says, "The National Library of Wales has been a customer of ours for some time, even before the expansion with the new IntelliGate it used the Ascotel ISDN system as it offered, and still does offer, a highly featured system. With the new IntelliGate Version 6.0 system upgrade, the NLW is now able to enjoy all the benefits it had before plus the rationalisation, as one centralised system allows for complete integration of all its telephone services. In addition, the IntelliGate solution is completely scaleable

and only requires upgrades to offer other features such as fully integrated DECT cordless solution, Computer Telephony Integration, Unified Messaging and full Voice over IP, without replacing any hardware, so protecting the businesses initial investment and ensuring the system works for the NLW for many years to come."

A Summary of the Benefits

- Coverage for the whole site ensures that no matter where staff are on site, they are always contactable, improving both internal and external communications.
- Centralised switchboard operation and ticketing improves call handling and customer service with faster transfer of calls and issuing of tickets.
- The Ascotel Voice Mail system enables improved message distribution and simple retrieval of messages from the desk or by dialling in remotely for all staff.
- The open architecture of the Ascotel IntelliGate system allows for future developments and expansion, including Computer Telephony Integration and Voice over IP.
- AIMS system management software allows both the customer on site or Aastra to access the system remotely to provide on and off site system support if necessary.

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Ascotel PBX Division has been acquired by telecoms and networks specialists, Aastra Technologies Limited.

