

# Case Study

## Merseyrail

Powered by ShoreTel & vSTAX Talk

# STACK

TRANSPORT AND DISTRIBUTION



### Merseyrail Takes Pride In Its Performance

Merseyrail is a train operating company (TOC) run as a joint venture between Serco and Abellio. It is one of the most intensively used urban networks in the UK, vital to the transport infrastructure of Liverpool and its surrounding areas. The Merseyrail network runs on seventy-five miles of track, six and a half of which are underground. They run almost 800 trains per day and carry over 100,000 passengers on an average week day.

There are sixty-seven stations, a series of depots where they keep the trains and a network signalling interface. It is one of the most punctual and reliable railway networks in the UK, with consistently high scores for customer satisfaction.

### Legacy System Not Fit For Purpose

Merseyrail had a legacy telephone system which was very expensive to manage and support. Moves, Adds and Changes (MACs) had to be outsourced which was not only costly but could also be a frustratingly lengthy process. The old telephone system was not tailored for their specific use when anything needed changing or updating.

### Flexible and Resilient UC Solution

Stack Group implemented ShoreTel's UC platform, with ShoreTel handsets at the HQ, Stations and Depots. The old data network was also upgraded to an MPLS network, providing additional bandwidth for IP telephony and data. N+1 resilience was built in to the ShoreTel platform so, in the unlikely event that the voice network was to fail, Merseyrail had reliable contingency in place, thus avoiding downtime.

ShoreTel Director was also installed, a web-based tool that delivers a seamless, single management interface for all voice applications. The Merseyrail IT team are able to easily manage adds, moves and changes, voice routing, voicemail, auto-attendant, conferencing, instant messaging and basic automated call distribution (ACD) capabilities at every site. ShoreTel Director delivers improved administrator productivity, lowers ownership costs and reduces strain on IT resources. They also implemented an Oak voice recording and call logging package, for improving customer service and security. Stack Group have also deployed Blinkpipe Videoconferencing.

### Tangible Results

Stack Group provides first line support for Merseyrail but they can manage most of the changes themselves now. Ian Johnson, IT Director at Merseyrail, is very pleased with ShoreTel's feature-rich products and the efficient project management delivered by Stack Group. Johnson said,

*"Merseyrail takes a lot of pride in the awards we win and we are proud to be the best railway and innovator of the year. An integral part of our outstanding customer service is having the right communications platform in place."*

George Bradbury, Managing Director at Stack Group, added,

"Merseyrail now benefits from ShoreTel's feature-rich technology as well as a highly resilient solution, which is critical within a service-based operation."



## vSTAX Talk in the Transport and Distribution Sector

### vSTAX Talk

vSTAX Talk delivers powerful IP Telephony and Unified Communications (UC) to your business. Provided either on-site, as a hosted cloud solution, or as a hybrid, vSTAX Talk offers a fully-managed UC service to your workforce. With vSTAX Talk, enabling staff mobility, streamlining your telephone infrastructure and reducing the cost of your communications strategy is both simple and cost-effective.



• vSTAXTalk

#### Next Steps?

Stack Group have just installed wireless connectivity, "vSTAX Connect," at all five of Merseyrail's underground stations. Merseyrail are also trialling ShoreTel Mobility at the underground stations, to ultimately install it at the overground stations too.

#### CHALLENGE:

- Merseyrail required an intuitive and reliable communications system to replace their old legacy telephone system which was costly to manage and support and could not deliver the advanced features needed for customer support

#### SOLUTION:

- A ShoreTel Unified Communications platform
- ShoreTel Director
- Oak voice recording, Call Management and Blinkpipe Videoconferencing

#### BENEFITS:

- Resilient, reliable and simple to use
- State-of-the-art technology provides a comprehensive range of powerful features which are fully integrated
- ShoreTel Director is easy to use, and gives performance status at a glance

For more information about how ShoreTel and Stack Group can support your business, please call 0151 521 2202 or email [info@Stack.co.uk](mailto:info@Stack.co.uk)

#### About Us

Founded in 1979, profitable and growing, The Stack Group provide a comprehensive range of IT services and solutions from cabling through to cloud services. Our offerings encompass all aspects of virtualisation, business continuity, data storage, networking and security. With two wholly-owned, UK-based, ISO27001 accredited datacentres, all of our vSTAX® cloud solutions are industry certified and comply with EU regulations. From our office locations in Liverpool and London, we provide leading edge technologies to client locations across the UK.



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