

THE COMPUTERWORLD HONORS PROGRAM

CASE STUDY

LOCATION:
*Indianapolis, Indiana, United
States*

YEAR:
2006

STATUS:
Laureate

CATEGORY:
*Government and Non-Profit
Organizations*

NOMINATING COMPANY:
Avaya

ORGANIZATION:

City of Indianapolis

PROJECT NAME:

Citizen Service Improvement

Summary

The City/County Government is caught in a bind. We are forced to live with limited budgets while responding to citizen demands for more and better government services. When our contract for a Centrex system was about to expire, we wanted to make sure that its next solution would allow us to cut communications expenses and contain staffing costs, while giving the government greater flexibility. The City/County chose an Avaya VoIP solution, because it offered the greatest value and flexibility, the best support, and the most communications features.

Introductory Overview

The City of Indianapolis/Marion County has pioneered leveraging technology and communications to better deliver services to city and county residents, while keeping down budgets. Our Web site provides a wide variety of information to residents, while also allowing them to access government services, such as obtaining various kinds of permits, and paying parking tickets. Our interactive voice response systems and call-in centers provide information to citizens, such as traffic tie-ups due to construction projects, as well as allowing citizens to access such services as scheduling building inspections, and checking on the status of building permits.

Benefits

This voice solution has allowed for significant new applications and features to the network, without adding additional staff. We have lowered the number of phone lines by 22% and yielded a savings of nearly \$1 million net benefit. The time required to install phone service and features has reduced from days to minutes. Staff can now do their own programming without constraints. We now use voice over IP and other IP capabilities. IP phones run over frame circuits without the need to add new lines.

The solution has yielded a five-year net benefit of \$1,025,684, driven by savings in phone lines, avoidance of additional staffing costs, and increased productivity. The annual ROI of 26 percent shows a total five-year savings of \$128 per employee. And we have more network capabilities and better delivery of government services to local residents.



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The Importance of Technology

This technology is making the most effective use of government funds for municipal and county governments in cash-strapped times. This is of vital importance, and the \$1 million saved is used by the City/County for other departments.

Originality

This solution has taken what Avaya has to offer and put it in place for a totally redundant disaster recoverable solution. We have leveraged our existing infrastructure, by utilizing our existing data network for both data and voice connectivity.

We have a fully integrated network in place while many other organizations are just beginning to plan for this solution. And, we have continued to build on the platform making it one of the most innovative solutions installed of its kind.

Success

“We’re a service bureau for all government agencies. We knew that agencies were going to ask for call centers, and Avaya gives us the capability to build call centers when we need them. The time and money saved on implementation alone equals dollar savings for everyone involved.”
Mike HineLine, CIO, City of Indianapolis/Marion County

The targeted audience benefited immediately. The savings allowed for monies saved to be used for other agencies while the flexibility in the solution has added for increased productivity. What previously took 10 to 14 days to configure and install can now be handled immediately.

Difficulty

I believe the hardest obstacle to overcome was selling the concept to our Information Technology Board. It took a lot of research and return of investment forecasting to sell the solution. While voice over IP is a common term in the IT business these days, there is still a small percentage of companies willing to take the risk. We had a contract that could not be renewed. We had a City Controller with a huge understanding of Information Technology. And, she was willing to take the risk to do what was best for the enterprise.

The biggest objection we faced was of a political nature. The incumbent vendor pleaded its case with several political leaders. It was difficult to sort through what was presented to these leaders and to then demonstrate the correct information to them.