



## Case Study



**Client** : Service Birmingham/ Birmingham City Council  
**Scope** : LAN and WAN infrastructure

### General/Brief

We were awarded a minimum three year's framework contract by Service Birmingham to furnish Birmingham City Council's network cabling requirements. This entails maintaining the Council's existing infrastructure as well as extending it.

Service Birmingham is an innovative, unique strategic partnership between Birmingham City Council and Capita that supports the transformation in the way the Council works. This strategic partnership forms part of the Council's objective of finding better and more innovative ways of delivering services for employees and citizens.

We set up a dedicated service desk, which is the single point of contact for all requests and queries, and our service management processes established better control over services, reducing the effort required to solve problems.

Desktop support is provided by a single dedicated team and the process is streamlined because we use remote management tools to facilitate the speedy resolution of incidents. Internal and external customers both benefit from IT that achieves against demanding service levels and key performance indicators, improved response to calls, and knowledgeable, well-trained service desk staff and engineers.

### Conclusion

This was a very successful project, delivered on time and within budget, meeting and exceeding the client's expectations.

