



CITY OF
Lincoln
COUNCIL

INNOVATIVE COMMUNICATIONS PROVIDE AGILE WORKING ENVIRONMENT FOR LINCOLN'S ICONIC NEW THINK TANK

City of Lincoln Council's new Innovation Centre opened in June 2009 and is a state-of-the-art building designed to provide office accommodation and facilities for new and innovative businesses across the County. The project has close links with the University of Lincoln and Innovation Lincolnshire and is funded by the City of Lincoln Council, East Midlands Development Agency, Lincolnshire County, Lincolnshire Enterprise and the Objective 2 European Regional Development Fund. City of Lincoln Council wanted the design of the building, both inside and out, to be a reflection of its purpose by being innovative and sustainable and by providing a high-tech, flexible working environment which would also meet these environmental objectives. The communications platform was a critical and key element of the provision of this 21st Century working environment and the City Council called on NextiraOne to provide the very best in state-of-the-art integrated communications across voice, video and data, with the latest in flexible, mobile and secure applications for the tenants who will use the Think Tank.

THE CLIENT

Lincoln's Think Tank opened in June 2009 as an Innovation Centre providing a managed working environment and space for innovative businesses. It has 21 offices and nine additional work areas, plus conference and meeting facilities for hire. Think Tank aims to be as innovative in design and approach as the businesses it was built to accommodate.

The £7.1million building was designed by architects Marks Barfield –who designed the London Eye – and is built specifically with sustainability in mind, using low maintenance, hard-wearing materials inside and out. Above all the Think Tank was designed to have a low-carbon footprint with a ground-connected heat pump system providing 70% of the building's heat energy and solar power for water heating and the fans for natural air ventilation.

The building is both inspirational and practical and the NextiraOne IT and communications system which is the bedrock of the working environment within the building had to meet the same objectives of being technologically innovative and environmentally sustainable.

THE CHALLENGE

The Lincoln Think Tank is an iconic, award-winning building, constructed to the highest standards of sustainability using innovative materials and new technologies designed for energy efficiency and carbon reduction. Its architectural and interior design both reflect the concept of an innovative and practical high-tech working environment with impressive green credentials.

NextiraOne's communications solution for the Think Tank had to reflect these criteria of innovation, sustainability and practicality. It had to provide a flexible platform that would accommodate a fast-moving, constantly changing environment and offer the very best of unified communications so that tenants and visitors could easily make use of the system "on the move."

Think Tank wanted tenants and visitors to have access on a "plug in, plug out" basis to all the latest communications tools, such as video conferencing, Presence-based applications and collaborative tools, and their aim was to provide a unique communications package in terms of accessibility, connectivity and applications.



WORKING WITH NEXTIRAONE

"The NextiraOne team were really inspirational in rising to the challenge of our new building and in designing the communications around our objectives of innovation and sustainability."

Kate Mear
Economic Sustainability &
Programme Manager
City of Lincoln Council
(Lincoln Think Tank)

CUSTOMER REFERENCE

UNIFIED COMMUNICATIONS - DATA CENTRES - CONTACT CENTRES - MOBILITY- BUSINESS PROTECTION - EXPERT SERVICES



THE SOLUTION

The Unified Communications solution designed and implemented by NextiraOne provides an “agile” working environment for businesses. The solution covers voice, video and data communications and includes wireless networking and remote/mobile worker applications in a complete end-to-end communications solution using a virtualised environment designed for an eco-friendly building.

NextiraOne’s innovative communications solution makes use of Alcatel-Lucent’s new virtualised IP telephony BiCS (Business integrated Communications Solution) platform. This allows all the elements of the communications solution to be consolidated onto one server – with a second server providing the resilience required to ensure the business continuity and disaster recovery necessary in today’s business environment.

The BiCS approach is a multi-service, single-server solution integrating Alcatel-Lucent OmniPCX Enterprise IP Telephony and Voicemail with OmniVista Network Management, OmniTouch Contact Centre and My Instant Communicator which provides a wide range of communications applications, all in a virtualised server environment. NextiraOne has combined this with Alcatel-Lucent energy-efficient data switches offering Gigabit to the desktop for high speed connectivity, plus Teamwork for audio-conferencing and data sharing and the Alcatel-Lucent Unified Communicator for additional dynamic communications tools.

Bringing down energy costs and carbon footprint with virtualisation

Virtualisation dramatically reduces the number of servers needed to run the communications platform (typically from 6-10 servers down to one with a second back-up server) and therefore provides a more energy-efficient environment. Fewer servers mean less power consumption. They take up less rack space and require less physical room space which can in turn reduce the cost of cooling and air conditioning and other infrastructure costs. NextiraOne used the latest and most suitable technologies in cooling, air conditioning and power supply in creating the server room for the new system.

Choice and flexibility – connectivity and collaborative working

The new communications platform offers a high tech environment for businesses using the Lincoln Think Tank, giving tenants and users as much choice and flexibility as possible in terms of connectivity – so that they can work time-efficiently and cost-effectively. It will make the Centre unique in offering its tenants an instantly available communications package that includes the ability to set up audio and video conferencing, to access filtered internet and greater bandwidth using high speed data switches that will give Gigabit to the desktop, plus a wireless network with the latest N standard which gives a much faster throughput and improved service.

Multi-tenancy applications include the ability to drop in and drop out of the communications system with Presence applications indicating whether a user is available and how he/she can best be contacted - by messaging, desk phone or mobile, for example - whilst Unified Messaging allows all types of messages to be accessed from a single user interface regardless of location or device. Teamwork applications mean that users can share data, applications and presentations as part of the conferencing function. NextiraOne also provides support and maintenance through a three-year contract.

The result is a dynamic Unified Communications system delivering a truly agile working environment in an inspirational setting. It is unique in the small business environment and will give tenants at the Think Tank in Lincoln a truly competitive edge in the fast-moving innovation market-place.

WORKING WITH NEXTIRAONE

“The communications packages that we can offer our tenants and visitors, thanks to NextiraOne, will make us unique amongst Innovation Centres. We had some very clear requirements in our brief to the company in terms of what we wanted to offer our customers and also what we needed to do environmentally. NextiraOne stepped up the mark and we are delighted with the result and proud of what we can offer.”

*Kate Mear
Economic Sustainability &
Programme Manager
City of Lincoln Council
(Lincoln Think Tank)*



CUSTOMER BENEFITS:

- Sustainability – virtualised environment can lead to a power consumption of around one-third of conventional solutions
- Alcatel-Lucent's new LAN switches are amongst the most energy-efficient available with an average of around 25% less power requirement
- Virtualisation reduced number of servers from ten down to two.
- Access for tenants to advanced communications features such as conferencing on an ad hoc basis creates time-efficient, cost-effective environment
- Agile communications – ability to drop in and drop out of the system provides flexibility and practical working conditions for tenants
- Resilient system (dual server environment) provides business continuity and disaster recovery
- Unique offering to new tenants – best-in-class communications available instantly

NextiraOne are Europe's leading experts in communications services. The company designs, installs, maintains and supports all of its customers' communications needs from voice to mobility, security and applications. NextiraOne provides seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to customers.

DISCOVER MORE AT WWW.NEXTIRAONE.CO.UK