

	London Borough of Hammersmith & Fulham CABINET MEMBER DECISION OCTOBER 2014
UPGRADE OF PARKING SERVICES' CALL CENTRE SYSTEM	
Report of the Cabinet Member for Environment, Transport and Residents Services	
Open Report	
Classification - For Decision Key Decision: No	
Wards Affected: None	
Accountable Executive Director: Nigel Pallace, Executive Director for Transport and Technical Services	
Report Author: Matt Caswell, Transport and Technical Services Departmental Project Manager	Contact Details: Tel: 020 753 2708 E-mail: matt.caswell@lbhf.gov.uk

AUTHORISED BY:

The Cabinet Member has signed this report.

DATE: 13 October 2014.....

1. EXECUTIVE SUMMARY

- 1.1. Parking Services operate a Call Centre dealing with approximately 60,000 enquiries from the public per year relating to Penalty Charge Notices, permits, suspensions, pay and display and other general parking enquiries. Calls are managed through automated call distribution system called Speakeasy which goes out of support with the supplier in December 2014. This means that any faults that develop are highly likely to be irresolvable.
- 1.2. In order to maintain support for the services and mitigate the increased risk of system failure and consequent impact on the public, it is proposed that the Speakeasy system is upgraded to Netcall 59R which is used

corporately across H&F and the Royal Borough of Kensington and Chelsea.

2. RECOMMENDATIONS

- 2.1. That funding of £24,141 is approved for HFBP to upgrade the Parking Call Centre software from Speakeasy to Netcall 59R.

3. REASONS FOR DECISION

- 3.1. The upgrade is required to keep the Parking Call Centre's telephony service supported by the supplier and minimise the risk of system failure leading to unanswered calls from the public.

4. INTRODUCTION AND BACKGROUND

- 4.1. The H&F Parking Services' contact centre in the Transport & Technical Services department handles around 60,000 calls per year relating to Penalty Charge Notice (PCN), permits, pay and display and suspensions matters.
- 4.2. The team are currently using a call queuing and management system called Speakeasy which automatically distributes incoming calls to officers. H&F Parking Services are required to upgrade to Netcall's new system, 59R, as Speakeasy goes out of support at the end of 2014. Without an upgrade there is a significant risk of the system failing. This upgrade will also bring the division on to the same platform as other teams, including those at RBKC, already using Netcall 59R.
- 4.3. Netcall 59R provides business continuity and more resilience than the current Speakeasy system as it runs on a dual node server compared to the current single node system. This means that if there is an issue with one of the nodes, the system will fail over to the other node and continue to allow the Service to take customer calls without disruption.

5. PROPOSAL AND ISSUES

- 5.1. There are currently 90 Netcall 59R physical communications lines available on the telecoms switch in Hammersmith Town Hall used by H&F Direct. The proposal is to install and configure an additional 30 lines to allow the H&F Parking Call Centre to be migrated over. Without making the additional capacity available there will not be enough communication lines to allow H&F Parking team to have their calls routed to them.
- 5.2. Once the 30 additional communication lines have been installed, HFBP Telecoms will commence system testing utilising a pilot extension number to confirm calls can be forwarded to any telephone number. Upon

successful completion of system testing, Parking Services officers will carry out acceptance tests to ensure that all scenarios are catered for and they system performs as required. Once testing has been successfully completed, the HFBP Telecoms Manager will confirm a go live date with Parking Services.

- 5.3. On the morning of the go live, the HFBP Telecoms Manager will point the H&F Parking Services extensions to the Netcall 59R platform. This will be executed during non-business hours to avoid disruption to the public.
- 5.4. HFBP will provide one day of training to key Parking Call Centre staff on the administrative functions of Netcall 59R. A Netcall User Support Guide which will provide H&F Parking Services staff with guidance on how to use the Netcall 59R system will also be produced.

6. OPTIONS AND ANALYSIS OF OPTIONS

- 6.1. Parking Services are required to upgrade in order to keep their telephony system in support with Netcall. If the upgrade does not take place, then any issues or faults that develop with the current system will not be supported by the supplier which will directly impact the public.
- 6.2. Upgrading to 59R brings the Parking Call Centre in line with other H&F services (including H&F Direct) and also the RBKC Suspensions team and Customer Services Centre.

7. CONSULTATION

- 7.1. The proposal from HFBP has been reviewed by the Head of Parking Services and the H&F Contract Monitoring Office.

8. EQUALITY IMPLICATIONS

- 8.1. There are no equalities implications as a result of the proposal in this report.
- 8.2. Implications verified/completed by: Matt Caswell, Departmental Project Manager, ext 2708

9. LEGAL IMPLICATIONS

- 9.1. HFBP are authorised to procure this telephony equipment as part of their contractual relationship with the Council. The recommendation is accordingly endorsed by the Director of Law.
- 9.2. Implications verified/completed by: Babul Mukherjee, Solicitor (Contracts), 02073613410

10. FINANCIAL AND RESOURCES IMPLICATIONS

10.1. The charges to upgrade are outlines below (there are no increased annual support costs):

Payment Description	Forecast Time and Materials Charge
HFBP Staff Time to be charged in the period incurred	£ 6,516
Time and Materials from 3rd party	£17,625
Total	£24,141

10.2. This one off implementation cost will be funded by the surplus on the parking account in 2014-15, which is expected to be larger than budgeted.

10.3. Implications verified/completed by: Gary Hannaway, Head of TTS Finance, ext 6071

11. PROCUREMENT AND IT STRATEGY IMPLICATIONS

11.1. The Director of Procurement and IT Strategy agrees with the recommendation using the agreement with HFBP

11.2. Implications verified/completed by: Mark Cottis, e-Procurement Consultant, 020 8753 2757

LOCAL GOVERNMENT ACT 2000

LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.			

[Note: Please list only those that are not already in the public domain, i.e. you do not need to include Government publications, previous public reports etc.] Do not list exempt documents. Background Papers must be retained for public inspection for four years after the date of the meeting.

LIST OF APPENDICES:

(Please submit appendices with the main report. Appendices should be numbered clearly and consecutively on the top right hand corner of the page, i.e. Appendix 1, Appendix 2, etc. There needs to be a clear reference to the appendix in the body of the report.)