

Devon Schools Customer Case Study

Devon County Council Telecommunications Framework Agreement DP329

Devon Schools Testimonial

Since the first signing over 65 schools have transferred their service to CAN benefiting from lower rentals, call charges and also no BT payment processing fee of £4.50 or £10 late payment charge per invoice! Other identified benefits in using CAN include: cost savings on no longer required items, such as BT maintenance charges and BT legacy equipment rentals.

“The change over was very smooth with no problems. CAN were very helpful and informative in exactly what would happen. I did have queries but these were dealt with immediately. Makes my life much easier knowing that the bills are paid directly via FINEST - saving me time. Would recommend “

Mandy Slingsby, School Administrator, St Andrews in Chardstock Primary

STOP PRESS: SCHOOLS SPECIAL FREE LINE RENTAL OFFER!!
Sign up to CAN by the end of summer 2008 term and benefit from One Month
FREE line rental on all your lines!!
Please contact Louise Want on: 01392 345201

Devon County Council Testimonial

“All too often we spend a lot of time processing data and very little time using it. Our OneBill will eliminate keying, associated errors and give us genuinely usable information. Every paper invoice is multiple handled during the payment process; this takes time which can be used for other things. Cutting paper reduces our storage requirements and helps towards reducing our carbon footprint. The cost saving is helpful too!”

Chris Stokes, Senior Finance Manager, Devon County Council

Customer

Devon County Council is geographically one of the largest local authorities in England serving a population of 731,000. The Council manages a revenue budget of £750 million delivering a number of important services including schools, children's and social services, highways, libraries etc.

Challenge

The main priority for DCC was to find an appropriate Telecoms Service Provider that could both manage their Telecom Lines and associated services and also deliver a seamless electronic billing solution that could feed directly into their “FINEST” financial system. The council were also keen to identify any potential cost savings business and management efficiencies that CAN Networks could deliver.

Requirements

An approved DCC supplier local provider, CAN Networks had previous experience working with the Public Sector and therefore understood the importance of a smooth transition to any new system. This was particularly true of the migration process from BT. The solution provided by CAN Networks needed to eradicate a paper chase with no paper billing/invoicing and to provide DCC staff with discrete on-line access to current and historic billing/invoicing information.

Solution

CAN Networks managed the migration of lines from DCC's current supplier and introduced a monthly electronic billing file which feeds the FINEST OneBill interface system. The delivery of online access to billing and the elimination of paper billing releases managers' time across DCC.

The whole solution is underpinned by CAN's absolute focus on customer service with single point of contact account management support and a "no voice mail policy"

Result

The partnership with CAN and project was implemented with great success, allowing DCC staff to re-focus on their day to day duties and handling core business rather than process invoice payments. On-line billing has also provided Operational, Audit and Finance Services staff with immediate access to billing information.

This helps meet Government efficiency targets with estimated savings of up to a 30% reduction in both direct and non-direct costs.

The first monthly payment run was completed without any technical hitches, this was recognised as a great achievement by all involved from DCC and CAN Networks.

For more information on CAN networks, please contact us on

0845 456 7557

