



## CLIENT STORY

# Insight's Teams Phone Solution Enhances Communication for UK Police Force

### Story snapshot

Insight implemented a Microsoft Teams Phone solution for a UK police force, enabling 18,000 users with cost-effective PSTN calling features via Teams Shared Calling. This solution maintains the existing PBX, meets police regulations, and offers enhanced flexibility and access to collaboration tools.

- Teams Telephony Unified Communications for police force.
- Insight delivered cost-effective, compliant solution for a police force.

### Background

The largest non-metropolitan police force in England and Wales needed to modernise its Legacy PBX system. Serving a growing population with diverse needs, the force needed a solution that was cost-effective, flexible and met strict compliance requirements. Insight, with its expertise in Unified Communications, was selected to deliver this critical migration.

### Challenge

Migrating from a legacy Private Branch Exchange (PBX) telephony system that was nearing its end-of-life presented numerous challenges.

As one of the country's largest police forces, a Microsoft Teams telephony solution needed to consider unique compliance requirements, such as recording regulations and data retention policies that ensure relevant information is stored securely and accessible when legally required. The new solution also needed to handle specific and complex user requirements, including making external calls from a shared number and enabling staff to work from anywhere.

Finally, the migration to a Microsoft Teams phone solution could not disrupt any of the force's critical operations.

*"Migrating to Microsoft Teams Telephony with Insight was a seamless experience. Its Unified Communications expertise and support were invaluable in delivering a cost-effective and compliant solution that meets the unique needs of our police force."*

UK Police Force

## Solutions & Outcomes

Insight worked with a UK Police Force to design and implement a modern, secure and scalable Microsoft Teams Phone solution.

Insight's multi-phase approach began with a thorough assessment of the force's existing Avaya PBX-based infrastructure, which included persona mapping. After reviewing the unique requirements, Insight captured and migrated all critical data, configured Microsoft Teams features like auto-attendants and call queues, and deployed custom automation tools to improve the user experience and streamline management.

A critical aspect of the new solution was Microsoft Teams Shared Calling. This enabled users to make outbound calls using a shared number, which has helped reduce costs. The solution was also tailored to adhere to all relevant regulations and data protection standards, with downtime kept to a minimum throughout.

The Police Force now benefits from a modern, flexible and cost effective communication system that meets operational needs. The solution has improved collaboration and efficiency across the force, while enabling remote working and greater mobility for users.

Leveraging existing Microsoft 365 licences and implementing cost saving features, Insight has enabled the force to achieve a 100% saving on new telephony hardware and associated maintenance contracts. This successful implementation has modernised the force's communications infrastructure and ensured its ability to continue to serve and protect the community.

*"Insight understood our complex needs and compliance concerns, and delivered a tailored solution that enhanced communication, improved efficiency and ensured compliance with police regulations."*

UK Police Force



## Why Insight?

The UK Police Force chose Insight thanks to its proven expertise in Microsoft Unified Communications and Teams Telephony.

As a Microsoft-recommended partner, and leading solutions integrator, with a strong understanding of the specific needs of police forces, Insight was uniquely positioned to deliver a successful migration.

Insight's expertise in migrating from legacy PBX systems to Microsoft Teams, coupled with a commitment to cost-effectiveness and compliance, made it the ideal partner for this complex project.

## Results

- **17,000 users:** The Microsoft Teams Telephony solution supports 17,000 users across the force.
- **100% saving:** The UK Police Force achieved a 100% saving on new telephony hardware by migrating to Teams.
- **3 counties:** The solution supports officers across across a wide area.
- **8 months:** Insight completed the complex migration within 8 months.