



## MERSEYTRAVEL

Merseytravel is the Executive body that provides professional, strategic and operational transport advice to the Liverpool City Region Combined Authority. It is also the delivery arm, making transport happen. The focus is on improving connectivity within the region and beyond, improving the customer experience from ticket buying to journey planning and maintaining the integrated transport network, including the Mersey Ferries and Mersey Tunnels, to ensure it is fit for the future, accessible and safe. The aim is to make it world class.

### CHALLENGES

The key objective for Merseytravel was to improve the overall IT infrastructure for the company.

Merseytravel wanted to consolidate operations to a single network.

They needed to complete this process while ensuring continuity of service to its customers.

### PRODUCTS AND SERVICES

Alcatel-Lucent OmniSwitch® 6900, 6850E Stackable LAN Switches

Alcatel-Lucent OmniPCX® Enterprise Communication Server

### WHY ALCATEL-LUCENT ENTERPRISE

Merseytravel maintains a long and strong business relationship with the business partner, Indigo. The Alcatel-Lucent Enterprise products offered high levels of functionality, capacity, and flexibility, and would guarantee that Merseytravel would be able to offer a robust, reliable and affordable service to customers. Alcatel-Lucent Enterprise provided Merseytravel with a single IP network, from a single vender, covering voice, video, and data.

**Location:** Merseyside, UK

**Vertical:** Transportation

**Number of users:** 800+

**Deal implementation:** January, 2014

**Business Partner:** Indigo Telecom Solutions

## BENEFITS



### TECHNICAL

The network is now enabled to handle the high levels of traffic required by Merseytravel, including data, voice and video.

Networking has been simplified, optimized and is more resilient, and also has the benefit of built-in security.



### FINANCIAL

By consolidating voice, video, and data onto a single IP network, Merseytravel has reduced the cost of communications.



### USER EXPERIENCE

A unified data and telephony platform makes it easier to maintain the network; therefore ensuring customers receive an improved continuity of service.



“A flexible, resilient and reliable network infrastructure is critical to ensuring that Merseytravel can efficiently run its services on a 24 hour basis. The consolidation of networks has allowed us to maximise the return on our investment whilst underpinning the provision of diverse services to the public of Merseyside.”

Ian Hawkins, IT Service Delivery Manager.

