

### COSLA

COSLA – the Convention of Scottish Local Authorities – plays a representative role for Scotland’s 32 unitary councils, and is at the hub of their relationship with the Scottish Government and numerous public bodies.

COSLA has offices in Edinburgh, Glasgow and Brussels, and its staff need comprehensive IT and communications support.



### Solution required

COSLA had an ageing telephone system and IT infrastructure. They needed a new unified communications system that would deliver a more flexible and efficient service at low costs (and particularly lower running costs).

Its ageing IT and telecommunications infrastructure needed upgrading and replacement. Staff are using more flexible working patterns, including “hot desking” and working from home, and need solutions that can facilitate that trend.

The issue for IT manager Tony McNair was how best to upgrade equipment, improve the general IT available to staff, and introduce a new telephone system with minimal disruption to everyday operations.



### Applications utilised

Exchange 2007 Unified Messaging  
Microsoft OCS 2007 R2

### Solution delivered

Exactive worked closely with IT Manager Tony McNair to review COSLA’s needs and recommended upgrading their old Exchange Messaging solution to Exchange 2007 with a key feature called Exchange Unified Messaging proposed as the natural replacement for the traditional voicemail system giving staff voicemails straight to their Outlook Inbox – and the introduction of Microsoft’s Office Communications Server 2007 R2, as the replacement telephone system.

This solution introduced a host of new collaboration and productivity tools and features, including Instant Messaging (IM), Presence, audio, video and web conferencing and Enterprise Voice (Voice over IP).

“ I was interested in Microsoft’s solution, including Voice over IP (VoIP) and attended an informative event run by Exactive at Microsoft’s head office in Edinburgh. The main thing was to upgrade our existing systems, as well as reducing costs. ”

**Tony McNair, IT Manager, COSLA**

## Client comment

"I was interested in Microsoft's solution, including Voice over IP (VoIP) and attended an informative event run by Exactive at Microsoft's head office in Edinburgh. The main thing was to upgrade our existing systems, as well as reducing costs.

"The transfer was seamless. This could have been an issue, given that we were introducing a new corporate desktop as well as making a big jump in the capability of our communications system. Exactive were extremely helpful with this, they showed a great understanding of our needs.

"To date, the signs are good. While it is too soon to discuss long-term RoI (return on investment), we are saving on maintenance and we have improved infrastructure support. We are very pleased with the outcome."

**Tony McNair, IT manager, COSLA.**



## Exactive comment

"COSLA offers a perfect example of an organisation that needed significant change to its IT infrastructure after a few years of little change.

"They could have replaced their old telephone system with a like for like replacement but instead they immediately identified the many additional benefits that a modern unified communications solution would bring to their organisation, especially around supporting their flexible working initiative.

"We were delighted to find the perfect solution for COSLA and help Tony transform the IT Infrastructure in a short period of time with negligible impact on the end-users.

"We are looking forward to seeing how the Federation feature helps COSLA communicate more easily and cost effectively with their member organisations who've also deployed the technology."

**Scott Millar, Managing Director, Exactive.**

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