



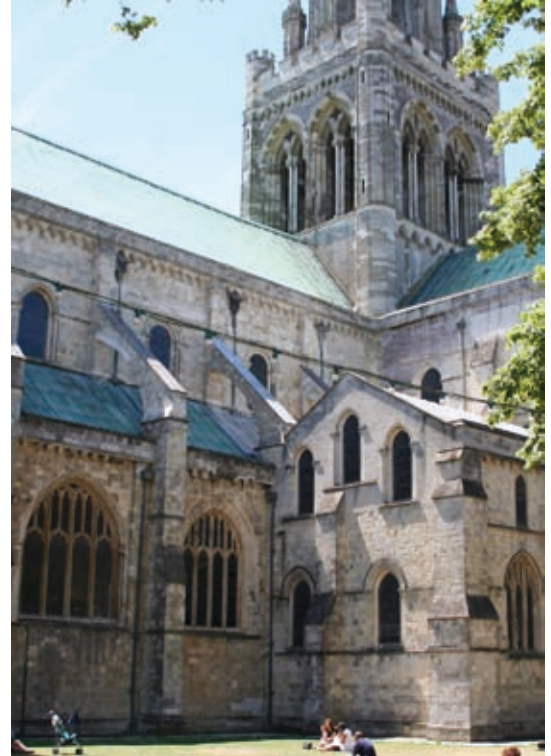
CommsWare Call Logging at West Sussex County Council



West Sussex is a beautiful county with much to offer its residents and visitors. With sparkling seas and the quiet beauty of the South Downs, there is something for everyone. West Sussex County Council is based in the County Town of Chichester, surrounded by countryside and just a few miles from the coast.

West Sussex County Council has been awarded Beacon Council status in recognition of its good practice in achieving safer communities. Key outcomes have been achieved in all areas of the county and Horsham and Chichester are among the ten safest district areas in the South East.

West Sussex County Council has been a BTS customer since the mid 1990s, through different generations of BTS call logging software. In 2005, the Council looked to replace the BTS Sigma Web system that had been in place for 6 years.



A feasibility study was conducted and BTS' new product CommsWare was the chosen solution. "The interface and reports look modern and comprehensive" says Joyce Stroud, IT Strategist. "BTS are a trusted supplier of about 15 years. CommsWare also integrates well with our existing systems, and can collect data by IP from both our traditional and VoIP switches".

The system is used extensively for performance monitoring, cost control, capacity planning and also ad hoc fraud reporting. "The installation of the new system was straightforward" says Graham Ball, Technical Support Specialist. "CommsWare is easy to use, so I can get the information I require quickly."

Moving forward, the Council is looking at BTS taking on some of the running of the system. BTS can offer a flexible mix of a turnkey system with chosen components taken care of by BTS Managed Services, such as system checks or pro-active fraud monitoring, as clients wish.

