

Royal Mint case study

The Royal Mint has produced coinage for over 1,100 years making it one of the oldest manufacturing institutions in the UK. In 1968 it moved from its original site near the Tower of London to larger premises in Llantrisant in South Wales. The Royal Mint was established as a Government Trading Fund in 1975, which means that although still a government department it operates as a profit making business.

The Royal Mint is one of the United Kingdom's major exporters and has won the Queen's Award for Export Achievement four times; from Algeria to Zimbabwe it has produced coins for over 100 countries and export sales since 1975 have exceeded £1,018 million.

Set in 35 acres in South Wales, (Figure 1), and spread over 30 buildings, the Royal Mint combines the latest technology with traditional skills such as engraving and silversmithing to produce coins and medals.



The Royal Mint have had their demanding criteria met by DeTeWe; not only has the entire telecommunications system been upgraded to provide the benefits of a fully integrated digital system, but full coverage has been provided of the whole 35 acre site.

The Royal Mint is pleased with the new system and a spokesperson said: "DeTeWe correctly addressed our specific requirements and they went to considerable lengths to ensure that we were getting the right solution. At the end of the day their offering provided the best value for money and met our requirements."

THE GENERAL REQUIREMENT

Over the years the Royal Mint had become increasingly successful, winning significant export orders and outstripping the capacity of the existing telephone systems. In Llantrisant there were 250 extensions with an estimated requirement of over 500. Staff were literally sharing telephones - in one instance 5 workers shared the same telephone. It was becoming increasingly difficult to source spares for the BT Kinsman systems, and the Monarch in Llantrisant was incapable of being economically expanded. In 1995 a corporate Total Quality program identified an urgent requirement

for Voice Mail and Direct Dialling Inward (DDI) to significantly improve the levels of service to both internal and external clients. It was at this point that the Royal Mint issued an Invitation to Tender in the European Journal.

ISDN 2 the desk... 2 the future

The original report produced by the Royal Mint specified that any new system had to support Automatic Call Distribution (ACD), Direct Dialling Inward (DDI) and Voice Mail. Cordless Telephony was also deemed a 'must have,' mainly because the Royal Mint was using an ageing and inefficient paging system for about 30 essential staff at Llantrisant.

The 35-acre site was a prime target for cordless telephony, providing safe and reliable communications for the mobile staff and also allowing rapid communications in the event of a major incident. The worst aspect of the old paging system was not just the one way messaging, but more importantly the fact that a user, when paged, would have difficulty finding a free phone. For the future the Royal Mint opted for the ability to support Computer Telephony Integration (CTI), to

support a small but important Call Centre that would be developed in the near future.

DeTeWe's sales and support team responded promptly to the invitation to tender, but more importantly they spent time with the Royal Mint identifying their specific requirements and seeing where DeTeWe's expertise and range of products could best match the demanding criteria.

The total order with maintenance is worth nearly £200,000 and comprises an SDX INDeX 800 for Llantrisant and a smaller INDeX 200 for 32 extensions at Grosvenor Gardens. In Llantrisant DeTeWe's ISDN switch Varix is supplied in the Varix 200 configuration to function as a server for DeTeWe's DECT NET product. (See Figure 2).

In addition to 500 extensions on the SDX INDeX at Llantrisant there are 90 on the DECT NET Varix that is connected to the INDeX to provide cordless telecommunications. There are 32 DECT NET base stations covering the entire 35 acre site, allowing personnel to make inter-site calls; an added benefit is that calls outside of the Mint may be made and received with the DECT NET handset.

The DeTeWe supplied SDX INDeX fully supports CLI and the handsets display the number of an incoming call, whether it be from an external, internal, or cordless source. A TABS call management system is attached to the INDeX based in Wales and provides management information. Individual TOPS systems are attached to the INDeX's in London and Wales. These TOPS units are a form of buffer that collect System Message Dial Records (SMDR's) throughout the day. At night the TABS system dials up the London TOPS system and retrieves SMDR information that is collated with Llantrisant generated data to provide essential management statistics that include the extension number that originated a call, the destination together with the date, time and duration of a call.

DeTeWe was able to work closely with the Royal Mint to prepare a proposal that matched the exact requirements, providing a single source of supply for the whole implementation. DECT NET's full ISDN compatibility allows the Royal Mint to take full advantage of features such as CLI on the cordless handsets, and provides a stable platform for the future integration of emerging hand-held applications.

DECT NET provides the voice quality of a wired phone but with the added benefit of fully encrypted security - an essential requirement for an important installation such as the Royal Mint.

Both the SDX INDeX and DECT NET are fully tested and field proven systems. Although the Royal Mint was an early customer in the UK, they had the benefit of knowing that the product had been tried and tested by DeTeWe's German parent.

Resilience - if an outage occurs with the INDeX at Llantrisant, outside line connections are still provided by the Varix.

Contact

Press

Mark Houlding
Cubitt Consulting
T: 020 7367 5117
E: mark.houlding@cubitt.com