



# Kent County Council

Simplified and cost-effective cloud telephony made easy with Microsoft Teams Direct Routing from Gamma and Trustmarque



## About Kent County Council

Kent County Council is a county council that governs most of the county of Kent in England. It is the upper tier of elected local government, below which are 12 district councils, and around 300 town and parish councils. The county council has 84 elected councillors. Kent has the largest population of all the English counties and all tiers work together to deliver services to approximately 1.5 million residents.



## The Challenge

Kent County Council was using both the online and on-premise versions of Skype for Business, with approximately 5,000 users on each platform.

With Skype for Business online approaching end of life at the end of July 2021 the Council had to quickly migrate all existing users to an alternative telephony solution. A decision had already been taken to migrate to Cloud Telephony in order to experience the commercial and operational benefit of removing any on-premise equipment.

Kent County Council also wanted to use the move to Cloud Telephony as an opportunity to benefit from the most competitive tariffs, as this had been lacking focus, and to consolidate number ranges thus removing cost and complexity.

The main challenge was to seamlessly migrate 20,000 numbers in total from the existing network provider and Skype for Business platforms to a new network provider and new telephony solution whilst, at the same time, managing the expectations of the end user and avoiding any service disruption. The Council did not wish to adopt a 'Big Bang' approach and therefore moving the numbers straight onto the new solution was not an option.

## The solution

Kent County Council had already made the investment in E5 licensing for MS Teams, the Council made the strategic decision to capitalise on this investment by enabling MS Teams for external as well as internal voice calls. Implementing Microsoft Teams Direct Routing was therefore the most natural and cost-effective solution. Additionally, the Gamma Microsoft Teams Direct Routing solution, being a highly resilient, carrier grade service, was the perfect choice for the Council offering Business Continuity at an individual Direct-Dial-In (DDI) level, along with enhanced Inbound reporting, fraud protection and competitive tariffs.

Trustmarque has a long-established partnership with Gamma and this relationship gave Kent County Council access to the number one SIP provider in the UK and, importantly, direct access to their experienced Managed Porting team.

Trustmarque's Enterprise Connectivity team and Kent County Council, worked diligently alongside the wider project team to fully understand all requirements, whilst carefully planning the migration activities.

Trustmarque built a traditional SIP instance using its own SBC's along with Gamma SIP and delivered traffic to Kent County Council over an existing Wide Area Network. Gamma managed the porting of the numbers and once all numbers were sitting on the Gamma network, Trustmarque was able to deliver the traffic to the existing Skype for Business instances, with the end user unaware of any change.

With the numbers now sitting on the Gamma network, Trustmarque was able to manage the migration of the numbers from SIP to Microsoft Teams Direct Routing in smaller phases. A user would leave work on Friday using Skype for Business and begin work on Monday on MS Teams, with no disruption to the workday. To ensure success, Kent County Council and Trustmarque held weekly and often twice weekly project reviews with key stakeholders. In addition to Kent County Council and Trustmarque, this project team included Gamma, Cantium, Microsoft and Support to Win.

## The Result

Gamma was able to complete the number port in advance of expected timings, meaning the bulk of the migration to Teams telephony was established within two months. This was a quick and efficient roll out, and Kent County Council's telephony solutions are now simplified. The new telephony solution is expected to bring commercial

benefits and inclusive minute tariffs provide a fixed budget.

Gamma is considered a key strategic partner of Trustmarque and our strong working relationship was a significant factor in the successful implementation of Microsoft Teams Direct Routing.

## Cost-effective and highly resilient

"Migrating 5,000 users quickly and seamlessly was no mean feat. But Gamma and Trustmarque worked so well together, we felt that we were in safe hands. The project was executed quickly and efficiently, our telephony solutions are now simplified, and we can operate within a fixed budget."

**Stuart Cockett,**  
Interim Head of KPSN  
Kent County Council

Contact us to learn more about Microsoft Teams Direct Routing, or visit our website.

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