

CASE STUDY:

Victoria & Albert Museum

The Victoria & Albert Museum (V&A) houses the greatest collection of fine and applied arts, with over 4 million exhibits from around the world. The museum began in 1852 following the success of the Great Exhibition. The purpose of the Victoria and Albert Museum is to enable everyone to enjoy its collections and explore the cultures that created them; and to inspire those who shape contemporary design.

As part of The Cultural Group, the V&A are playing an integral role to turn the area into one of the finest streetscapes in London, and to create a greater awareness of the wealth, cultural and education activities offered by some of London's great institutions.

THE REQUIREMENT

The V&A wanted a new telephony solution for their site in order to change the way in which they deliver voice services to their users and to migrate from a shared system to an autonomous one, which the V&A would manage and operate independently.

THE SOLUTION

Applinet provided a major upgrade to the V&A's LAN system which consisted of 28 different business areas, all of whom required new kit. Due to the nature of the V&A's business, it was vital that there was no disruption to the museum or the high volume of visitors they receive on a daily basis, hence all work was conducted by Applinet out of hours.

The V&A's Voice solution accommodates approximately 800 IP and 400 analogue users and comprises of:

Nortel Communication Server, providing IP telephony services, flexibility and scalability for future expansion and call control.

Nortel CallPilot which enables desktop and web messaging, personalised web-based feature administration, integrated voice and fax messaging, email by phone, multiple networking protocols, web based system administration, multimedia application construction, system reporting and monitoring.

Nortel OTM (Optivity Telephony Manager) & Billing which provides a suite of valuable management tools that allow for network configuration, control and management.

IP Handsets & Clients for approximately 800 IP users.

Nortel SMILE Consoles for the key reception areas combined with **Symposium Express** for automatic call distribution capabilities.

As part of Applinet's offering, the solution comprised of full network design, project management, installation, support and maintenance.

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THE RESULT

The V&A have a number of key sites which, as part of their future plans, will begin to be linked together. Most notably, Applinet and the V&A will be implementing a wireless network for the British Galleries section of the museum to enable visitors utilising wireless devices to access a new, virtual guide web-based application which will provide useful assistance during visits to the British Galleries site.

Furthermore, Blythe House (the V&A's archive collection of museum artefacts) are currently upgrading to link to the main site at Cromwell Road, with the Bethnal Green site also implementing a new voice system.

