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CITIZENS ADVICE EVOLVES IT INFRASTRUCTURE.

Azzurri to deliver managed Wide Area Network (WAN) service across advice charity's 3,000 UK locations.

Citizens Advice, one of the largest voluntary organisations in the UK providing free advice helping people with legal, money and other problems, has entered into a £4m three-year contract for a fully managed Wide Area Network (WAN) service with Azzurri Communications.

The contract will enable Citizens Advice to enhance services to Bureaux in England and Wales whilst substantially reducing costs and complexity across the organisation. The WAN uses ADSL/SDSL to connect the Bureaux Offices using Tiscali as the broadband provider. The managed service will deliver bespoke bandwidth that will flex according to business needs, and enable Citizens Advice to easily and quickly upgrade its IT operations to introduce new services.

As a charitable, partly publicly funded organisation, Citizens Advice is continually striving to reduce expenditure, and IT is no exception as Brian Handley Head of ICT Development explains, "Last year we had the opportunity to review our entire IT strategy, which not only enabled us to identify where efficiency savings could be made but also led us to consider our requirements for the long-term. It was clear we required a managed service that could support the development of our network."

The managed service is continuing Citizens Advice's evolution from a paper-based charity to an organisation underpinned by a centralised IT infrastructure. With 5 million queries a year coordinated through its core applications, CASE and Advisernet, a fast and resilient network is key in maintaining Citizens Advice's quality of service to citizens. The MPLS WAN and bandwidth management from Azzurri guarantees fail-safe bandwidth for high-speed delivery of such business critical applications, with capacity that peaks and troughs according to demand.

Handley concludes, "The solution provides us with a network that ensures all Citizens Advice staff can communicate, share information and deliver our services more efficiently. By working with Azzurri we benefit from a bespoke service, which can flex and change with the organisations needs and will enable us to introduce exciting new services. Moving forward we are looking to technologies such as remote access, video-conferencing and shared services, that will help us to improve our own services to the public."

As a managed service, Citizens Advice will also benefit from a virtual IT team, with experts on hand 24/7/365 to guarantee maximum uptime and maintain and monitor the network round the clock. The rollout of the network was completed in January 2008 and Citizens Advice's service



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requirements will be continually reviewed and refreshed by Azzurri over the life of the contract.

Following a successful joint pilot exercise with Azzurri, Citizens Advice is set to extend their service with the introduction of a national remote access solution. This will ensure its advisors can deliver mobile advice in community centres such as doctor's surgeries and prisons with continuous and secure access to all the information they need to serve the local community, regardless of location. This service allows Citizens Advice to extend their reach in a very rapid cost effective manner.

ABOUT AZZURRI COMMUNICATIONS, www.azzurricommunications.com

Azzurri is transforming the way organisations use communication and information technology.

We are a leading managed services company delivering flexible voice, data and mobile communications. Ours is one of the largest independent network management and support teams providing converged solutions that are no-longer tied to technology and supplier.

At the core of our managed service is our Virtual Network Operator (VNO) capability. As a VNO, freedom and flexibility distinguish us from our competitors. We give you the flexibility to change and adapt to new requirements and technologies.

With increased agility our customers gain a competitive edge, and with dramatic savings and management information they have total control of their voice, data and mobile infrastructure.

Azzurri Communications was formed in June 2000 and is headquartered in the UK, offering global access to sales, service and support to customers in 130 countries.

www.azzurricommunications.com

ABOUT CITIZENS ADVICE BUREAU, www.citizensadvice.co.uk

The Citizens Advice service helps people resolve money, legal and other issues by providing others with free advice and information, and by influencing policymakers.

The Bureau is one of the largest voluntary organisations in the UK, and also a registered charity. The organisation is made up of a network of 433 members and is a respected source of influence on local and national policy. It provides free, independent and impartial advice from nearly 3,000 locations helping resolve more than 5 million problems a year. The Citizens Advice service also provides an employer and skills training agency of over 26,000 people of which a large proportion are volunteers.



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