



Have you ever wondered who sets the interest rate, or who manages the UK National debt?

NEG found out when they were selected to supply a PBX platform for The Bank of England Debit Management Office (DMO) in 1998. NEG were contracted to supply a resilient and advanced PBX for a new body within The Bank of England building, set in the heart of the City of London. The selection process involved all UK manufacturers and a firm of City / Government consultants. As top UK supplier of the LG range, NEG were tasked with providing a quick, professional and secure installation.



The DMO organisation quickly grew and NEG were tasked with integrating the PBX with a Dealerboard system. 9 months later NEG were tasked with moving the platform into a new premises in Cheapside as well as implementing a high performance and secure Voice Recording solution. 2 years later, NEG were once again tasked with moving the ever-expanding DMO into a new premises on Eastcheap.

Absolute Availability

There was no room for error when continuity of service, resilience, redundancy and security are absolute requirements. NEG therefore undertook all system design, implementation and service 100% in house. Even site engineers needed security clearance - something that cannot be provided using sub-contractors. All products were chosen using the best of breed manufacturers.





The PBX featured hot swappable components. The voice recording solution was the same as used by the Ministry of Defence and Air Traffic Control. The Dealerboard system as used by more City dealers than any other.

Moves were performed by implementing simultaneous systems at old and new sites. This guaranteed seamless 'cut overs' and allowed full testing before any 'go live' was attempted. Out of hours testing and standby was also scheduled and specifically written into each project plan to ensure that other aspects of the installation (e.g. network services) were synchronised.

Knowledge is power

By keeping the products and services supplied 'in house', NEG were able to deliver 100% of the time. End user training was provided to

DMO staff to enable them with knowledge of the systems and technologies involved, therefore ensuring a close synergy between customer and supplier.

In addition the Eastcheap address was already known to NEG as they had already moved The Bank of Ireland voice and data systems into the lower floors just two months earlier.



Commitment

All NEG employees involved, from Salesmen to Project Engineers to Technicians were targeted on specific parts of the projects therefore ensuring job ownership. The commitment to the job shown by DMO Managers such as Bob Tobin and Graham Fletcher was matched by all NEG personnel.

NEG Telecom

With a strong focus on client service, NEG Telecom sets itself apart from the crowd. Of course, technological superiority and scale are important because they allow us to deliver what clients want. But it is the attention to detail and client service that explains why we now serve over 3,000 clients in the UK and are quickly becoming a preferred alternative telecoms provider of choice.

NEG can provide you with a complete range of services including:

Moving premises - our in-house BT liaison team has ordered thousands of telephone lines, ADSL circuits and lease lines on behalf of our customers.

Telephone administration training - you could save hundreds of pounds in reprogramming charges by carrying out these tasks in-house.

New telephones or headsets - NEG stocks over 5000 voice and data products most of which can be delivered the following day, so if you are looking for a high speed managed data switch or the latest Blue Tooth™ cordless headset give us a call free for the latest prices and discounts.

NEG Engineering Ltd

NEG Engineering is the Research and Development, Engineering, Maintenance and Logistics division of Network Europe Group Plc, a national provider of comprehensive telephony services established in 1992. The engineering department at NEG recognise that not everyone is at ease with technology, and that just asking for help can be daunting. The team at NEG speak plain English, so if you are looking for advice, technical support or you want to discuss the different maintenance options available to you, call them FREE on 0800 096 86 26.

For more information on how NEG can help you visit www.networkeuropegroup.com or call

0800 096 86 26

 **NEG corporate**