



At a Glance

Govia Thameslink Railway (GTR) run services over 800 miles of track across the country from Brighton to Peterborough, Cambridge to Horsaam, the organisation brought two train operating companies together, with GTR now operating with four brands – Gatwick Express, Great Northern, Southern and Thameslink.

The franchise was created to carry out the country’s biggest rail transformation in decades and create a modern railway that meets the needs of passengers today, against a backdrop of growing demand.



COLLABORATION



PRODUCTIVITY



COST SAVINGS



Who is Govia Thameslink Railway?

Govia Thameslink Railway is the UK’s largest rail operator. Formed in 2014, the company combined two train operators with four brands – Gatwick Express, Great Northern, Southern, and Thameslink – to create a super franchise, employing more than 7,500 people across the UK.

“GTR needed a reliable, fully supported and secure solution for our major office locations alongside replacing two end of life systems with minimal disruption. We selected Microsoft Teams Cloud Voice to provide a modern reliable secure integrated system. We chose Cisilion as a proven Microsoft Gold partner to deliver. They worked well with the internal team giving us clear guidance on hardware and configuration options, then rapidly implemented the solution”

Aidan Shanahan, Head of IT, Govia Thameslink Railway



Challenges

Solution

Benefit

- 1 Legacy phone systems**
in three major offices were approaching end-of-life and were no longer fit for purpose.
- 2 Complex Migration**
required number porting and the deployment of handsets across the business.
- 3 Cumbersome meeting room experience**
with very little video calling available.
- 4 Time-consuming and manual meeting room management processes**
requiring manual processes and support from IT staff.

- Microsoft Teams Voice**
Un-reliable PBX / VOIP solutions decommissioned and migrated to Microsoft Teams Voice, transforming the way its users can communicate across the rail network.
- Microsoft Teams Rooms Systems**
Deployed showcase Teams Rooms Systems at its major offices in preparation for a wider deployment across its locations to enable one-touch and no-touch proximity join.

- ✓ **Fast, anytime, anywhere cloud calling access**
for users in the offices, or remotely from home or via their mobile phones.
- ✓ **Highly Reliable Voice,**
and integrated phone and meeting room systems.
- ✓ **Ease of support**
and increased employee satisfaction through workshops hosted by Cisilion's Adoption Services.
- ✓ **Cost savings**
of circa £100,000 per annum.



CISILION

About Cisilion

Our customer led approach means we work with firms globally to successfully implement collaboration experiences that inspire employees and help retain and attract top talent.

Our award winning projects are complemented by our long standing and strategic relationships with some of the world's leading technology partners including Gold Partnerships with Cisco and Microsoft.

As 1 of only 2 UK partners who hold both Cisco and Microsoft advanced collaboration accreditations, you can trust that we have complete expertise to deliver. From intelligent spaces, secure network, managed meeting rooms, and employee devices – you can rely on us.

[Book a collaboration workshop](#)

