

CUSTOMER CASE STUDY



CABLESHEER

Name: **Cablesheer Group, Construction & Asbestos**

Industry: **Construction & Environmental**

CHALLENGES

Provide a full review of their existing telecommunications for both Cablesheer Construction and Asbestos and integrate the offices with a solution that could be implemented across two different sites.

The Head Office was going through the process of moving premises and undertaking a complete refurbishment and was not in a position to implement changes immediately. However, the other new site had short lead times for the new telephone system, lines and broadband services.

A mixture of existing telephone numbers using costly number ranges for 0870,0845 and call forwarding from a previous office needed to be reviewed and a new number policy to encompass both new sites was required.

A requirement to implement cost savings on calls, lines, broadband and maintenance charges.

SOLUTIONS

Avian completed a thorough analysis of the two divisions and presented substantial savings on both inbound and outbound calls, lines and telephone system, which helped to fund the project.

A hosted telephone system was provided with extensions from Avian's own IP Cortex Telephone system. All the features of the system including IVR, Call Recording, night service, voicemail to email amongst others were deployed at the smaller site.

Avian's engineers installed an IP Cortex Telephone system for 50 users along with lines and an Ethernet leased line on completion of the refurbishment to the new Head Office. The final phase of the project was to integrate the seven original hosted users from Avian's telephone system back onto Cablesheer's own IP Cortex.

New 0330 telephone numbers were implemented across the business which provides flexible management of inbound calls via a web portal which provides added functionality and reporting.

An Ethernet leased line was provided to the Head Office and carries all the voice SIP lines and a large amount of data over a private connection. A back up broadband provides the ability to failover voice and data and maintain the IP address to the secondary circuit. The service level agreement provides 24x7x365 technical support, with a six hour target to repair loss of service. The whole solution provides a high level disaster recovery plan for the business.

RESULTS

A successful move to two new sites. A flexible telephone system that could be both hosted and on premises. A fully managed solution with the seamless migration to new inbound and outbound calls, Ethernet leased line and fibre broadband service for the growing data and voice needs.

The professional and helpful service provided by Avian enabled Cablesheer to move offices literally overnight. By continuous liaison and implementation of the new system prior to completion of the refurbishment to our new offices, they ensured that on the day of our office move we were able to remain in constant communication with our clients and workforce without interrupting works programmed.

Avian were on site prior to and during the move which enabled continuation of all services and helped all staff navigate their way through the new systems. This was a brilliant job. Astounding that a group of companies can literally pick themselves up and move offices overnight, retaining full communications and setting up brand new offices without affecting performance.

Craig Brown, Director