



# C.P Hart

## Horizon Cloud Telephony

### Unified Communications enable collaboration across UK offices and showrooms

C.P Hart

ITRM Case study

*“I just wanted to say a huge thank you for delivering the Horizon project for us. It was a tight deadline but we made it thanks to your professionalism, hard work and dedication.”*

#### Overview

With over 80 years' experience of specifying and sourcing innovative and luxury bathroom products, C.P Hart rely heavily on their IT to enable their teams to collaborate and work together from their showrooms across the UK to design and manage the installation of their luxury products, and deliver a high class service to their clients.

C.P Hart began working with ITRM in 2017 for telephony support services and bespoke IT support. Our Service Desk team work as an extension to their own IT team, providing support to C.P Hart's showroom staff during their busy weekend trading hours.

#### Challenge

C.P Hart had been successfully operating a hosted telephony system with standard call reporting across their workforce. However, the limitations of this solution against its cloud-based alternative became apparent with the shift to remote working. The



need to make a number of system changes carried a high risk of losing key functionality and licensing complications when switching users to different remote locations.

The need to migrate to a unified communication solution became apparent during the height of the pandemic which meant ITRM were unable to meet and conduct our project plans, and migration within the usual approach. To add to this, the project timeline was very tight as C.P Hart required the full migration to be completed in time for their busy Christmas period.

ITRM's Project Management and Service Delivery team, together with C.P Hart's internal IT team, formed a project group to define the scope of the project and assign clear roles and responsibilities.

A clear project timeline was created and followed to ensure that C.P Hart's office and showroom team were ready to work, without disruption, in time for the Christmas trade.

The team met via teams regularly throughout the project to ensure progress against the agreed timeline and to proactively manage any risks associated with the project.

Whilst ITRM's Service Delivery team attended site during the project, this was reduced as far as possible to provide a Covid-safe service.

## The Solution

ITRM's Service Delivery team managed the entire project implementation for 170 users remotely following the restrictions of the pandemic.

The entire C.P Hart workforce were successfully migrated from a hosted telephony system, to our cloud based unified communications solution; Horizon Collaborate, and received full training on how to use this most effectively.

Training was also provided on the operation of the new handsets, secured for C.P Hart, free of charge, from ITRM's Voice and Data Partner, Gamma, having fully maximized partner kit funding available for the project.

Telephone reporting from ITRM's partner, Akixi, was also implemented for the C.P Hart team. This replaced their previous reporting system Tim Plus, enhancing the functionality of their call monitoring solution and enabling them to accurately monitor telephone activity and live report on activity for defined call groups.

## The Outcome

- Fully cloud based telephony solution, enabling system changes to be implemented instantly and upgrades/fixes, to be installed automatically as required.
- ITRM fully utilized the kit funding available from Gamma, securing over £20,000 worth of leading telephony hardware for a number of extensions.
- Easy to manage call costs, with clear monthly usage allocations.
- Fraud prevention alerting installed across the entire cloud network, to highlight suspicious activity and reduce the risk of telephone fraud.