



Rockspring Property Investment Managers Mitel IP Telephony and LAN Installation

0203 479 9000
info@koris.co.uk
www.koris.co.uk

- Mitel IP telephony system with Unified Communicator Advanced
- Flexible phone numbers enable hot-desking and remote working
- Solution designed, implemented and maintained by Koris



Scenario

Rockspring is a European property investment firm with its head office located in London.

As part of a major office refurbishment Rockspring reviewed their communications infrastructure and contacted Koris for advice on and installation of their telephone and data systems.

The revamp of their head office includes a stay at a temporary office during the refurbishment, which has meant that flexibility and continued communication between employees and clients are of the utmost importance during this transitional period.

Solution

To meet Rockspring's need for flexibility, Koris proposed an IP phone solution based on the proven Mitel Communications Director platform, working over an upgraded HP Local Area Network. Koris migrated Rockspring's ISDN lines to a SIP based IP system to deliver more cost-effective and flexible phone lines with better disaster recovery plans.

“ The Mitel system supports flexible working and allows our staff to be reached in any location and on the same phone number. With the capability for configuring phone and voice messaging services whilst on the move, real business value has been realised and proven beneficial when dealing with clients and colleagues in an industry where quick and responsive communication is key. ”

Ron Boland
Assistant Director, Rockspring PIM

Results

During a transitional period for their London office, Rockspring have enjoyed continued communication between users and clients. Users have been impressed by the ease of use and sound quality of the new Mitel handsets, and significant cost savings are expected to be made on audio-conferencing and inter-branch calls. By implementing an IP telephone system, staff have kept the same phone numbers during the temporary move which has ensured continuity of communication throughout this time.



Rockspring Property Investment Managers Mitel IP Telephony and LAN Installation

0203 479 9000
info@koris.co.uk
www.koris.co.uk

Go-live preparation

To ensure that Rockspring experienced a trouble-free transition to their new system, Koris carried out a day of testing before the launch of the new SIP network. With numbers transferred outside of office hours and contingency plans in place to ensure no disruption, the move to the Mitel system was a seamless one for Rockspring's staff and clients.

Go-live support was also provided, with a Koris technician on-site ready to deal with any user queries or issues on the first day of system use.

Mitel IP system benefits

Rockspring have experienced a number of benefits since changing to a SIP based Mitel system including:

- Reduced call costs
- Flexible phone numbers
- Hot desking
- Remote working
- High quality voice communication
- Strong disaster recovery plans

Mitel's Unified Communicator Advanced is also integrated into Rockspring's new system. This brings its own features such as presence, instant messaging, collaboration and mobility which enable more effective internal communication.

“ Thanks to Koris, we now have a brand new IP telephony system which is leaps and bounds ahead of our old system. Thanks to their knowledge, organisation and support we were able to introduce this system within a tight timetable. It was vital to us that staff would be able to understand and use the system immediately upon arrival in a new office, and this was achieved. ”

Edmund Craston
Managing Director, Rockspring PIM

ServiceFirst

With a ServiceFirst contract in place, Rockspring enjoy round the clock support on their Mitel telephone system.

Koris' trained technical engineers are ready to deal with any queries 24/7 with lead times tailored to their needs.

Ron Boland, Assistant Director and head of IT for Rockspring sums up:

“ The service from Koris has been very good from the start. Throughout the move and since launching the system their staff have been very professional and are quick to respond to any queries. ”

To discuss Mitel IP telephony or support with Koris, call 0203 479 9000 or email info@koris.co.uk