

LEADING APAC FIRM EMBRACES GLOBAL CLOUD TELECOMMUNICATIONS

Wolters Kluwer were seeking an APAC telephony partner with a flexible solution. CommsChoice's Global PABX delivers agile communications, cost savings and local expertise.

OBJECTIVE: REMOVE DEPENDENCY ON HARDWARE AND ESTABLISH A FUTURE-READY TELEPHONY PLATFORM

Wolters Kluwer Asia Pacific is a leading publisher and information services company that delivers knowledge tools and vital insights to professionals in legal, tax, finance and healthcare. As an award-winning innovator with multiple offices in the region, Wolters Kluwer was looking for a telephony solution that would support its evolving business – across the various locations.

The main driver and key objective for the telephony refresh project were to remove dependency on hardware, and to provide a flexible and mobile platform that would support the business well into the future. With a cloud-based solution firmly in mind, the project team began searching for the right partner.

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The move to cloud-based telephony was a major change management initiative for us. We were introducing new ways of working and needed to minimise the disruption to business operations. As such, we needed a partner with the right infrastructure, in the right locations – this was critical for us, ”

- Anthony Gyford, Manager Facilities & Project Management, Wolters Kluwer Asia Pacific.



TRUE APAC PARTNER FOR A DIVERSE WORKFORCE

Finding a cloud telephony partner with the right expertise and regional reach was not an easy task. With several players in this space, CommsChoice was the only one that met Walter Kluwer's selection criteria.

"CommsChoice were the only organisation with the solution we needed that also had the APAC reach and scale that was so important to us. Even though they were relatively new to this space (back in 2014), we were impressed by their technical knowledge and energy – and we were confident they could handle a project of our scale," said Anthony Gyford.

CommsChoice implemented their Global PBX solution in all of Walter Kluwer's APAC locations – Australia, New Zealand, Malaysia and Singapore. The project included international porting and hosting, PSTN & ISDN services, faxing solutions and Salesforce CTI enablement. The transition saw the introduction of soft handsets for all staff – with the few private offices and meeting rooms being the only exception.

"Overall, the project ran really smoothly. There was a 2-week noise period in most locations as people got used to the new handsets but we expected and managed that. We did have some early bandwidth issues in Malaysia and Singapore which the CommsChoice experts quickly identified and rectified. Their technical lead is very competent – he can

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FUTURE-READY TELEPHONY PLATFORM DELIVERS AGILITY AND COST SAVINGS

The move to cloud telephony has introduced a new degree of flexibility in the way Wolters Kluwer's teams work. As an organisation with a diverse geographic reach, the new platform has allowed Wolters Kluwer to realise a number of key benefits:

- **Operations that can expand or move with ease.** Cloud telephony supports the business in being able to adapt quickly to change, for example expanding the number of offices based on market need, or testing new locations. With the new platform in place, all that was recently required to get a new site up and running from a telephony perspective were adequate internet links and firewalls. The team experienced no disruptions to their communications, simply moved in and logged-into their soft phones as they would any other day.
- **Communications that support the mobile culture.** Wolters Kluwer's work culture is one of mobility and flexibility and Global PBX helps to make this a reality. Team members are reached via the same number and interact with the system in the same familiar way, wherever they may be working. And they are easier to reach – calls to office extensions can be also received on mobile phones.
- **Reduced cost of ownership.** The move away from a traditional Managed Service model has seen telephony running costs significantly reduced. The previous bill which included hardware, maintenance, upgrades and carriage elements is replaced by a more manageable per-extension charge and competitive carriage costs – with calls between one-country locations treated as no-charge extension calls.
- **A self-sufficient model with a centrally managed platform.** The Wolters Kluwer IT team manages its APAC telephony platform from one central location – handling all Level 1 support internally. And, with ported numbers from several different carriers through to CommsChoice's Global PBX, there is just one point of ownership and responsibility – a single platform to manage multiple sites and countries.



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CommsChoice upskilled our existing IT team so they could self-manage the system,” explained Anthony Gyford. “As well as improving the end user experience, this meant that we avoided lengthy delays in requiring a site visit every time there was an associated move, addition or change.

“Significantly, it’s also empowered the IT team to collaborate in finding new ways to improve the functionality to support the evolving needs of the business.” ”

- Anthony Gyford, Manager Facilities & Project Management, Wolters Kluwer Asia Pacific.

PLANNING A SIMILAR PROJECT? WORDS OF ADVICE FROM THE TEAM AT WOLTERS KLUWER

For those organisations contemplating a similar project, Anthony Gyford cautions leaders not to underestimate the change management process.

“Whenever you are introducing new tools and new ways of working, the adoption process can take time. We found this with the change to soft phones – make sure you factor this into your internal planning. And ensure that you have all of your data organised well in advance of the transition – even something as obvious as having a full list of phone numbers by locations can take time.”

FUTURE OUTLOOK

Wolters Kluwer is looking to expand their cloud telephony solution with Skype for Business to allow for better integration with Office 365 and its productivity tools. But aside from new projects, the only time the company needs to call on CommsChoice on a day-to-day basis is when they have a new starter.

“CommsChoice really is the telephony partner of choice in the APAC region. They have the technical expertise, the right solutions, the reach and the scale. And, whenever we need them, they are easy to work with, “ said Anthony Gyford.

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