



Case Study Mitel

ABOUT THE CUSTOMER

The company is one of the world's leading distributors of HVAC (Heating, ventilation, and air conditioning) solutions and refrigeration parts. The company also provides commercial training, resources and information, and technical support to its customers and partners. Since its inception, the company has tripled its business size and acquired over 30 branch offices across the world.

CHALLENGES

With more than 700 employees spread across its offices, the company was still using legacy phone systems to serve its customers and partners. Its expanding business operations were placing added pressure on the company's existing communications platform.

After examining its decentralized, aging communication system, the company realised that communications for the sales force, vendors, technicians, and customers were not in line. And their existing phone system doesn't cater the modern needs, with decentralized equipment and applications from multiple vendors.

OBJECTIVE

The company wanted to provide the highest customer service to its clients and partners regardless of branch locations. It was looking for a system that combines mobility with simplicity, so employees, partners and customers could collaborate and communicate seamlessly from any site and applications from multiple vendors.

TECHNICAL OVERVIEW

- ✓ Multiprotocol Label Switching (MPLS) network is built through a partner to support the voice system.
- ✓ SIP trunking is used to enable the PBX to send and receive calls via an IP (Internet Protocol) network.
- ✓ Traditional PSTN trunks moved out with SIP trunks, PSTN is still being used for emergency situation only.
- ✓ Data systems moved from corporate office to offsite data center.
- ✓ Mitel ST Voice Switches support VoIP Phones, Softphones, and SIP Phones.
- ✓ Mitel ST Voice Switches enable IP PBX.
- ✓ IP Phones have six feature keys Conference, Transfer, Hold, Voicemail, History, and Directory.
- ✓ IP Phones come with LED Indicators, SIP Protocol, Built-in 10/100 Ethernet switch & Local PoE Adapter (optional).
- ✓ IP Phones support G.711 ulaw/aLaw, G.722, G.723, G.726, G.729a, iLBC, Linear 16bit, and VLAN, DiffServ/ToS.

SOLUTION

After reviewing the requirements with the voice engineer of the company, ISSQUARED® proposed to install Mitel Business Phone System. After confirmation from the company's IT Manager, ISSQUARED® installed multiple Mitel Voice over IP (VoIP) phone systems such as IP420, IP480 IP655, Etc across the company offices. With an intending to implement a centralized model, ISSQUARED® moved the company's data system from its head office to an offsite data center. Mitel Voice Switches and Routers were also installed for the reliability and intelligence to unify communications across locations.

The solutions also include Mitel Connect Applications, for example, Mitel Connect for Windows and Mac, Mitel Connect for iOS And Android, Mitel Connect for Chrome, and Mitel Connect Telephony for Microsoft. These applications have unified communications and collaboration experience by offering to dial with one click, search directory, set and view presence, place calls via softphone, or control your on-premise desk phone.

The company has purchased over 700 Mitel licenses for all its employees. With the sale of these solutions, Mitel also offers high-quality, efficient, and effective technical and product-related global support.

KEY BENEFITS

The comprehensive Mitel solutions have significantly enhanced the business integration and operational capability of the company. These solutions have improved communication and collaboration between staff, customers, and partners, and enabled reporting and management features. The company's operational efficiency in managing customer service requests has contributed directly to customer satisfaction, cost savings, and better business opportunities. It has lowered the cost of ownership and helped gain greater financial returns. Additional benefits are listed below:

- Reduced the cost of communications with a single, ease of use system.
- Empowered with mobility that increased employees' productivity.
- Helped improve disaster recovery with reliable architecture.
- Helped reduce unused and old analog lines.
- Improved customer satisfaction and durability.
- Provided reporting and analytics to identify opportunities and insights.
- Delivered single phone number reachability, audio/video conferencing & unified messaging.
- Increased integration that improved communication and management.



Future Plans: The company plans to utilize the merits of the Mitel Business Phone system by creating more workgroups in the future. To ensure that customers always communicate with a live person and not have to wait on hold or leave a message, the company wants to integrate their Sage CRM database into Mitel. The integration will provide complete customer history and data as the sales representative take the calls.



ISSQUARED®

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ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.



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