

Case Study: Telephony Analysis

Client: Solicitors Office, Ipswich. 10 employees

Problem

The client had been using an old BT PABX for many years and was not sure if that was still providing value. Technites was initially briefed to look at options and recommend a way forward.

In order to get a full picture of demand and use, Technites carried out an analysis of current telephone infrastructure (how many voice lines, fax etc) by looking at the phone bill and by talking to BT. Like many businesses, the owner was unsure as to what services they were paying for and how they were priced. Lines and facilities had been added over the years and there was no record of the makeup of the system. The business had continued to pay for services it no longer used.

Solution

A comprehensive analysis of the bill identified the cost items, calling patterns, call plan subscribed to and which lines were most in use etc. As a result, the following was proposed.

- End contract with BT for existing PABX
- Purchase a modern exchange with required number of incoming line and expected internal extensions
- Replace existing handsets with modern units
- Change calling plan to a lower rate plan
- Drop one of the fixed lines.

Once the changes were agreed, Technites arranged for the work to be done by a third party, oversaw the work, and ensured that users were able to use the new phones and PABX.

Benefit

Savings in excess of £200/qtr.

Simpler system with more facilities for call handling enabling users to work more effectively