

Mobility Solutions Improving communication...

Opus provide communications for people on the move

Maintaining communications over a 14.5 acre site, much of which is open to the elements in all weathers is an interesting exercise.

Cordless handsets being used in cold temperatures and moisture-rich environments, is a situation that is fraught with problems. So when their existing communications started to cause them logistical problems, Kent based Coolings Nursery, specialising in outdoor inspiration for gardeners, decided to invest in a system that could cope with their unique requirements.

Given the problems they had been experiencing with their old system the wish list was extensive and specific. The new system had to provide:

- Guaranteed reliability.
- Excellent site wide coverage.
- Hot desk capability for shift workers with DECT handsets
- Future proof features and functionality



Key Challenges

The key challenge was to provide cordless handsets, robust enough to handle use outside in extremes of weather and a rough environment, across a large site. They also needed to be programmed with profiles for 50-60 workers who needed voicemail and callback features.

Key Benefits

The key benefits for the new system include handsets that are more durable to cope with the environment in which they are to be used and that users can pick up any handset to use with their own profile, requiring fewer handsets, saving both time and money.

After a competitive tender process, Opus won the right to provide the solutions against strong competition from a multi provider proposal. We immediately discounted the initially favoured idea of a Wi-Fi based solution as this would not improve network and handset reliability or available features.

Not only did the external handsets need to be able to cope with extremes of weather, they also had to be able to offer multi-profile hot desking capability as well as voicemail and ringback facilities. Coolings also wanted call logging capability, to monitor traffic, understand call patterns and see if additional lines were needed.

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www.opus-telecom.co.uk

The Solution

To solve the challenges posed by Coolings, we recommended and Aastra 2065 system with ruggedised DECT handsets.

Aastra's reputation for providing systems that are both reliable and future proof is well known and the system proposed was extremely capable of providing the coverage and features required.

Implementation of the system was carried out by our in-house engineering team who completed thorough site surveys before implementation to ensure a smooth transition to the new system.

Robust and Reliable Handsets with Wide Coverage

Whereas previous cordless handsets had deteriorated quickly in the rugged conditions, the Aastra DECT handsets are far more rugged and coverage has been significantly improved with the new system.

User Friendly and Flexible

There is obvious efficiency if they share handsets. Having handsets that are programmable to any individual user profile means that works can pick up any handsets that is available and log on to make or take calls or to check voicemail.

Useful Call Flow Information

Determining where calls were going to was previously a problem, which meant there was

no way of checking who was making or receiving the most calls. With the Oak Call Logger it is possible to control call flow and direct calls appropriately. It is also easy to see who is logged on at any time.

Future Proof

Being able to monitor the call flow makes it easy to determine whether there are enough lines and extensions available and with the fully scalable Aastra system, it is future proof against all known protocols.

Dwayne Ross, Operations Manager of Coolings, says:

"Communications across the sites was a constant problem, particularly with the wear and tear on handsets and the large acreage we have. The Aastra solution implemented by Opus has provided us with a long term solution to our problems and will enable us to expend the business as and when required without fear that we would have to upgrade our telephony system."

Opus Business Systems

Our History

Opus Business Systems is an independent customer-focused, service-driven communications company that has been providing business telephone systems and solutions since 1992.

Our People

Our experienced and motivated team are highly qualified and professional. Many of the staff have been part of Opus for more than 10 years, some since the company was formed, making the company what it is today.

Our Processes

Our commitment to customer service has resulted in us developing robust and proven processes to deliver products and services on time and as expected, with excellent after care support, time after time.

Our Services

Our services cover everything from network cabling, to lines, calls, telephone systems, mobile integration and business productivity applications. We can advise, install, support and maintain every aspect of your business communications.

Our Commitment

Our commitment is to provide honest ethical advice, backed up by in-house engineering excellence and outstanding customer care and support.

For advice and information talk to the team at Opus on 0800 316 7566

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