

CASE STUDY SECTOR - RECRUITMENT

A tight deadline proves no barrier to better telephony

Our client is an international executive search firm specialising in executive, non-executive and high impact recruitment.

THE CHALLENGE

This fast-growing business of 50 staff was looking for larger premises when, due to unforeseen circumstances, it was forced to complete a move to new offices in just four weeks.

The client's business model means staff are often on the phone, whether interviewing executive-level candidates or matching them with the right openings. With that in mind, the transition had to be completed without downtime or disruption to the company's telephony.

THE SOLUTION

After assessing the client's needs, we recommended a move to a Mitel Unified Communications as a Service (UCaaS) platform. This cloud-based solution would allow for speedy implementation, and also offer sophisticated features and functional, easy-to-use handsets that the business required.

Mitel's UCaaS platform is highly scalable, which is perfect for a fast-growing company. The client had stipulated that its new telephony system should provide CTI capabilities, integrating telephony with computer functions to improve productivity. Easy-to-use audio and web conferencing from any device was also a prerequisite, so the business could carry out client interviews remotely when required. Mitel UCaaS is a unified communications solution that provides all these features and more, in one flexible, cost-effective platform.

THE RESULT

After agreeing on the solution with the client, Unicommm engineers set to work to meet the tight implementation deadline. We had the system up and running in the client's new offices within four weeks, and without any downtime or disruption to its telephony capabilities.

The new system, ably managed by Unicommm, is the right long-term solution for this growing business. It is easy to scale when new users need to be added, and offers a host of professional call-centre features that impress high-level executive clients while improving staff productivity.