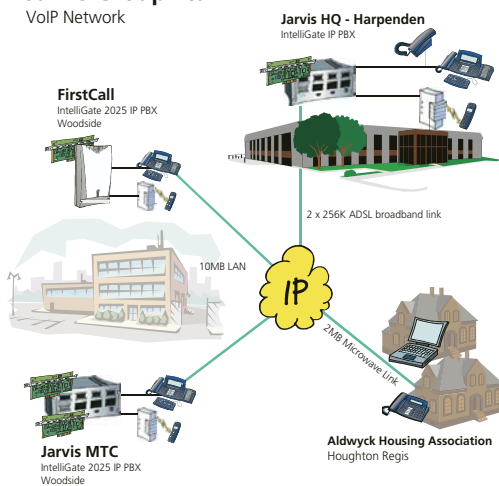


Aastra builds a solution for the Jarvis Group

Jarvis Group Ltd VoIP Network



Facts & Figures

The Customer

- Jarvis Group Ltd, Harpenden, Hertfordshire

The Requirement

- To centralise communications across various sites
- To improve inter branch communications
- Provide specialised customer support and service

The Solution

- Voice over IP across 256k ADSL & 2MB Microwave link between sites
- Jarvis HQ - Ascotel IntelliGate IP PBX with 65 digital extensions & Unified Messaging
- Desk to desk dialling, centralised system management and call control
- DECT cordless working at branch site

Founded in 1905 by Ernest Charles Jarvis, the Jarvis Group of Harpenden Hertfordshire, is a family-owned company with a reputation of being 'More than a Builder'. The Jarvis Group is a successful, multi disciplined construction business serving clients through north London and the northern Home Counties.

The Company has maintained an excellent reputation for outstanding quality and high professional standards for almost a century. Its commitment to quality is more than just a promise. Throughout the Jarvis Group, from the boardroom to the building site, it maintains its long held traditions of quality



as a priority. Jarvis wished to replace its separate telephone systems for one centralised telecommunications solution to improve inter-branch communications and customer service.

After some research, the Jarvis Group found that Voice over IP would fulfil its communications requirement. Jarvis approached Aastra Telecom (previously Ascom PBX division) to supply and manage the implementation of its VoIP enabled IntelliGate telephone solution, which would utilise its existing data networks. As part of the system, Jarvis wanted to include the offices of FirstCall Home Maintenance Limited at Woodside, Hertfordshire, a joint venture company between the Jarvis Group and Aldwyck Housing Association, which provides maintenance to Aldwyck residents, and the Aldwyck Housing Association call centre in Houghton Regis.

With an Ascotel IntelliGate 'IP Enabled' phone system and over 60 digital extensions, Unified Messaging, voicemail and call management, the Jarvis Group of Harpenden is able to optimise the benefits offered by Voice over IP and manage its telecommunications much more effectively.

Julia Mann, Group Administrator at the Jarvis Group of Harpenden says, "We wanted to achieve a lot from our new telephone system, including linking up two Jarvis offices with FirstCall Home Maintenance and the Aldwyck Housing Association. We didn't just want to be able to contact each other easily, but to improve call management and cost control with all Jarvis or Jarvis related calls to be managed from the Head Office in Harpenden. So we were thrilled when Aastra came up with a solution that not only allowed us to meet all our criteria, but provide us with even more than expected, such as Unified Messaging, DECT cordless handsets for key staff and many other useful system features."

By implementing Voice over IP and integrating the IntelliGate IP PBX phone systems across its network, Jarvis has enabled the various offices to be 'centralised', resulting in:

- Improved customer service by being able to connect them directly to the appropriate staff
- Improved site to site communications with desk-to-desk dialing and call transfer
- Significantly reduced telephone costs as calls over the VoIP network are free
- Single extension numbering plan as though all communications were on one site
- Centralised system management and control of call costs

VoIP Cuts Costs and Improves Customer Service

By using Voice over IP and IntelliGate 'IP Enabled' PBX at the various sites, calls can now be routed very simply throughout the network. Customers can call the Head Office in Harpenden and be transferred to the required extension or department whether that is in Head Office, the Jarvis Plant & Transport Department and MTC Maintenance in Woodside or FirstCall Home Maintenance, also at Woodside, as though all these offices were under one roof.

Jarvis staff can dial desk-to-desk throughout the company using the VoIP links, which has improved internal communication and has reduced costs, as these calls are free. With Calling Line Identity (CLI), both the names and numbers are displayed on the digital Office handsets to enable the extension user to see not only who is calling them but where from!

Tenants of Aldwyck Housing Association requiring maintenance or service support are routed through the Aldwyck Housing Association Call Centre in Houghton Regis via the 2MB microwave link to the FirstCall Home Maintenance company at Woodside. At which point all calls can be handled or transferred to any other of the linked offices if required, quickly and easily.

Call Management & Cost Control

To allow Head Office to monitor and effectively manage calls, Aastra installed a Call Management system, which provides management information including 'time to answer' and call reports on all system extensions and departments both locally and for the branch offices.

By using AIMS (Ascotel Information Management Software) Jarvis' own staff or the Aastra Service Centre are able to offer on-site or remote system diagnostic support. Julia Mann comments, "AIMS makes management of our Ascotel IntelliGate system and programming very easy indeed, we can change our system speed dials, DDI routing and make simple extension changes as and when necessary. This gives us complete control but also peace of mind that Aastra can access our system remotely to make more complex changes as our system requirements evolve."

Unified Messaging Improves Message Management

Unified Messaging and voicemail for all staff has also been installed at Jarvis Head Office to improve message management and call handling. Fully integrated Unified Messaging provides a centralised message inbox for all voicemails, faxes and emails, which can be managed and accessed via Outlook. This also enables easy remote access to all messages, including listening to emails (using text to speech software) over the telephone.

Roy Goodall, Aastra Telecom (UK) key account manager, says, "With the IntelliGate Voice over IP solution Jarvis has received a highly featured and cutting edge system with free calls over its existing data network, centralising its communications over three geographically dispersed sites allowing for effective call management and quicker and easier communications both internally and for customers. With its open platform, the IntelliGate system allows for new applications, system options and expansion for additional terminals as and when required, prolonging the life of the system and protecting Jarvis' investment for many years to come."

Summary of Benefits

- Considerable cost savings on calls between sites over the IP network as they are free
- Centralised communications has improved internal communications and reduced frustration as staff can call direct desk-to-desk
- Voice over IP has improved customer service by ensuring calls can be routed to appropriate staff quickly and efficiently
- Unified Messaging and voicemail have improved call handling and message management by providing one personal inbox for all messages
- Integrated Office DECT handsets have enabled key staff at the Woodside Plant and Transport Department to be contactable throughout the site
- Ascotel Office 1550 Windows Operator Console provides important information to the receptionist to help provide smooth and swift call distribution
- Full VoIP solution deployed and supported centrally by Aastra Telecom

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Ascotel PBX Division has been acquired by telecoms and networks specialists, Aastra Technologies Limited.