

Case study

Saft Batteries Ltd

Battery maker like no other



The client

Saft Batteries researches, manufactures and sells batteries for some of the most demanding companies in the aerospace, medical, oil and gas and utilities sectors, among others. It is a global company, employing people from 49 countries, and is a wholly-owned subsidiary of Total. In the UK, it has offices in both South Shields and Harlow.

The background

Saft's existing Mitel telecommunications system was over 12 years old. The company wanted to update the system to a virtual environment, which would be more resilient, more flexible and foster seamless connectivity between all workers. Without clear and reliable communication between different groups of staff and different office locations, Saft could not remain competitive in its fast-moving industry. Remote workers were forced to use their mobile or home telephones to make work calls because they could not dial out through the company telephone system.

Saft had local knowledge of Adept4, having worked closely with us in the past, and chose us to update the communications system in keeping with Saft's forward-thinking ambitions.

“What made Adept4 stand out above the other solutions we reviewed was their ability to develop a modern implementation using our existing network. This meant we could leverage our legacy technology investment and deploy the most cost-effective and seamless solution. The communications efficiencies that the new system has brought will help us collaborate more efficiently and remain competitive in the years ahead.”

Rob Owen, Supply Chain Manager, Saft Batteries

The solution

Adept4 began by discussing Saft's needs with the internal IT team and understanding the capacity of the existing network. We agreed to update the Mitel system to a Microsoft Hyper-V virtualised environment. This would work seamlessly with the existing Mitel solution, allowing Saft to retain its existing hardware whilst gaining far more resilience, efficiency, and ease of upgrade. We converted the existing ISDN standards to SIP trunks with number porting for greater control over monthly expenditure.

Saft's South Shields system was linked to a controller at Harlow, so we removed the second system and connected the workers at Harlow directly to those based at South Shields. Remote workers were also connected to the virtualised system.

Throughout, we worked with Saft Batteries' existing IT support company to overcome any network connectivity issues. Once the implementation was complete, we continued working with Saft to ensure that all the phones and services were working to satisfaction.

The results

Seamless connectivity has now been enabled between all Saft Batteries workers, regardless of whether they are based on-premise, working remotely or from home. Using the modern Hyper-V server instead of Saft's older Mitel controllers means that Saft has significantly increased its resilience and reduced the amount of moving parts and legacy equipment within its infrastructure, translating to greater operational efficiency.

Changing from ISDN to SIP channels means that Saft now enjoys a more controlled budget and a reduced monthly expenditure on its phones, whilst remote extensions now have the capability of dialling out through the telephone system at South Shields rather than using mobiles or home numbers.

Overall, Saft Batteries has achieved more efficient connectivity between its employees, greater resilience of its telephony system, and reduced costs, all positioning it strategically for future success.

Benefits

- Seamless connectivity with a consistent user experience regardless of location.
- Standardised capabilities and total interoperability across locations.
- Increased resilience and greater operational efficiency.
- Predictable costs and reduced monthly expenditure

If you would like to find out more about the services we offer and how Adept4 can help your business, please get in touch.

+44 (0)1925 398 255

info@adept4.co.uk

www.adept4.co.uk