

CASE STUDY:

Barretts of Canterbury select Charterhouse Voice & Data to deliver a unified telephony solution, improving customer service and reducing costs.

Barretts of Canterbury selected Charterhouse Voice & Data to deliver a unified telephony solution across multiple sites. The solution has improved usability, enhanced customer service, and reduced costs.



Barretts of Canterbury sought a telephony solution that offered a unified experience for users and customers, reduced costs, and helped support a common identity throughout the business.



The Client

The Business Design Centre (BDC) is an exhibition, conference, and showroom building in Islington, London. Hosting more than 100 events every year, the BDC building incorporates 110 offices and showrooms over 135,000 square feet of space.

The Challenge

The BDC were running an end-of-life telephony system which failed to meet the functionality needs of their clients, especially those in the high tech space. The incumbent system utilised three on-premise Mitel controllers, with a Virgin ISDN for connectivity. The business needed to implement a new unified communication solution that allowed them to diversify their service offerings, whilst enhancing the level of service they delivered to their clients.

Carly King, Property and Communications Manager, Business Design Centre Limited

"Before the project kicked off, we were keen to establish a personal relationship with CVD. From the very beginning, we worked closely together and CVD ensured that we knew what was happening – and why – at all times. We always felt that CVD were big enough to deliver on our requirements, whilst being communicative and really caring about our needs."





The benefits

CVD implemented a cutting edge hybrid cloud telephony solution for the BDC. The Mitel MiCloud hybrid cloud solution is clustered with three Mitel physical controllers at the BDC building, allowing for 'always on' availability whilst enabling the BDC and their clients to easily scale up and scale down services as required.



- **Increased Resilience:** the hybrid cloud telephony solution delivers high uptime, and provides resilience in the event of a cloud outage.
- **Diversified Service Offerings:** the BDC can now offer a wide range of feature-rich telephony and collaboration packages to their clients. These packages embrace unified messaging, conferencing, and collaboration.
- **Enabling Agile Working:** the solution enables the BDC and their clients to embrace agile and flexible working practices.
- **Client Service Levels:** the BDC, and the BDC's clients, are able to offer a higher level of service to their respective clients.

Kathy Elson, Telecoms Manager, Business Design Centre Limited,

Now that the project has completed, CVD continue to be a positive addition to our key suppliers. We see them as an extension to our team, and it's reassuring to know that they're there in the background, ready to help us if we need them. We no longer have a single point of failure, as if any one of our staff members are away we can make everyone aware that they can always contact CVD.

Key points

The Solution

- Hybrid Telephony System
- Hybrid Cloud Solution

The Benefits

- Always On Availability
- Increased Customer Service
- High Level Of Service
- Fail-over resilience
- Software functionality



CVD understood our business needs, and adapted accordingly. No matter our question, big or small, CVD always responded. They were a key fit for our culture, and we had the same great experience no matter who we spoke to.

Carly King, Property and Communications Manager, Business Design Centre Limited,

About Charterhouse Voice & Data

Established in 1993, Charterhouse Voice & Data is an independent, multi-award winning provider of voice, video, mobile, data connectivity and managed documents solutions and services. Our highly skilled experts create bespoke solutions that help business reduce cost, improve processes and enhance user experience.

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