

CASE STUDY

MENZIES LLP

Implementing a cloud-hosted Skype for Business platform, we have helped leading UK accountancy firm, Menzies to unify business communications across its employees' preferred channels and devices.



Making Unified Communications Count

Menzies LLP is a forward-thinking, leading UK accountancy firm that delivers traditional accounting services combined with strategic consultancy. When a Menzies office move coincided with the expiration of its telecom supplier contracts, the accountancy seized the opportunity to redesign its business communications firm-wide for efficient internal teamwork and better client service.

Growing need for a central UC platform

Over recent years, the accountancy firm has grown significantly by acquisition. This growth resulted in a mixed estate with legacy phone systems and outdated infrastructure across 8 independent offices with over 400 users, emphasising the need to introduce a central and scalable UC platform that could support Menzies' acquisition strategy as well as new flexible and mobile working initiatives.

Flexibility was in fact the cornerstone of Menzies' new solution. Diverse employee preferences for tablet, smartphone, laptop and desktop use had to be reconciled through the UC platform whilst allowing secure access to the company network regardless of device and location.

Following a Britannic Discovery Session and due diligence, we presented a variety of solutions and deployment models for consideration. Menzies chose a hosted solution and managed service option over an on-premise system, entrusting Britannic with the smooth operation of its UC platform.

The image shows the Menzies logo mounted on a light-colored wall. The logo consists of the word "MENZIES" in large, dark, 3D block letters. Below it, the tagline "BRIGHTER THINKING" is written in smaller, dark, 3D block letters. The wall has a subtle grid pattern.

Moving to Skype for Business

Menzies settled on the Skype for Business platform, which is now hosted in Britannic's resilient private cloud. Although the deployment of the edge was straightforward, Britannic's network audit identified issues on Menzies' MPLS network. Exploration of the network setup identified areas which were impacting the quality of service over the existing system. Accurate pinpointing and identification helped Menzies to improve its network configurations in anticipation of the new deployment.

The implementation was phased in office by office. Britannic ported the numbers, migrated them into Britannic's own SIP Exchange Platform, netX, then set up Skype for Business and assisted in enabling appropriate roles to access certifications, voicemail, phone setup templates, IVR recordings, hunt group setups and more.

The Technology

Skype for Business

S4B bundles VoIP, voicemail, IM, presence, document sharing, audio video conferencing as well as online meeting functionality for productivity.

netX

Britannic's scalable, resilient SIP exchange platform natively supports S4B and enhances QoS. Enables intelligent call routing. Comes with flexible billing options.

Choice of Console

Users can choose from a range of headsets or SIP phones and endpoints can be tailored to suit individuals.

Key to project success

Key to this successful deployment was the painstaking detail of the project management plan combined with the close collaboration between the Menzies team and Britannic's Project Manager, Technical Architect and Account Manager – an approach that has held true beyond the design and deployment phases as Britannic goes on to technically manage, maintain and develop the UC environment.



“A recommendation is often a great way to start a business relationship. The accountancy world is a close-knit community and Britannic came highly commended as a knowledgeable partner, who has proven to share its vision, offer independent advice and successfully implement and maintain our solution.”

Head of IT,
Menzies LLP

The Results

400 users now productively work from anywhere. Instant messaging and free on-net calls provide real-time communication in addition to traditional emails whilst video conferencing and desktop application sharing simplify client service through closer collaboration and faster issue resolution.

Additionally, the hosted and managed Skype for Business solution has created an easy-to-adapt environment that supports Menzies' acquisition strategy, reducing demand on resources to incorporate newly acquired organisations into the business.



400

Users that have
upped productivity

1

Central platform to
provide UC services
across 8 offices

99.999%

UC service
availability

LET'S SHARE SOME IDEAS.



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