

Case study - 247 Spares Network

Established in 1999, '247 Spares Network' trades in the motor industry generating sales leads to clients who recycle and deplete cars and light commercials on behalf of major insurance companies in the UK. 247 Spares has two main branch offices in Kingston upon Thames in England and Orlando, Florida. It has a total workforce of 18 employees spread across the UK, Northern Ireland and America.



Company
247 Spares Network



Business Type
Motor Industry



Number of employees
20



Requirements
A way to replace a costly and outdated phone solution.



Solution
VoIPOffice™ Hosted

THE CHALLENGE

247 Spares was operating with 20 analogue phones which were costly to maintain. In addition, they had to bear the added cost of keeping in touch with overseas staff. The high call volumes often crashed the equipment at least 3 to 4 times each day, which reiterated the need to adopt a cost-effective and reliable call management solution.

With sights set to expand the company, they were looking to outsource all calls to different locations and have home workers take the calls, which give the flexibility of having staff work different time zones while also reducing overhead costs of having a large office.

THE REQUIREMENT

The pressing need for 247 Spares was to reduce costs incurred via the 20 analogue phone lines and implement a highly scalable solution that would easily integrate with existing infrastructure and require little capital outlay.

The company was also incurring heavy staffing costs in London and wanted a solution that would enable them employ remote workers.

Reliability and flexibility were priority concerns with the need to connect from anywhere in the world without incurring costly telephone bills. 247 Spares essentially wanted to be able to handle calls anywhere at anytime and required good call quality with the ability for staff to keep in touch while travelling. Having experimented with VoIP previously, 247 Spares was keen to implement a complete VoIP solution. However, they were concerned that the technology was still in its infancy.



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One member of our customer service team works from abroad in a different time-zone which enables us to offer 24/7 customer service. We are very excited about what the VoIP technology promise.

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THE SOLUTION

While initial considerations were to completely outsource to India, the proposal was later dropped after careful analysis of the costs involved and the expertise needed to deliver what was required. 247Spares approached Telappliant requiring a functional option that suited their needs. To achieve the client's requirements, Telappliant provided 247 Spares with a VoIPOffice Hosted Edition.

THE OUTCOME

Within a few weeks, 247 Spares Network had a new call management solution in place. The company made a smooth transition from a traditional PBX system to a VoIP solution and suffered no downtime during the implementation process. 247 Spares now benefits from reduced local and long-distance call costs as calls bypass the PSTN. With the adoption of SIP as the main signalling protocol, the issue of mobility is also solved. Moreover, remote users

can be monitored and administered with the tools available on the main system.

“We have been able to port calls anywhere in the world to remote workers working in different time zones across different cities. We have also been able to give our customers crucial information via the custom on-hold message”

says Alex Khan from 247 Spares Network.

WORK FROM HOME

With Telappliant's Hosted Edition, 247 Spares Network's employees can now work from home using broadband connections such as ADSL or cable modems. Home users have the same feature set as the main system users and can even see when other users are busy or on DND. If required, a local home line can be utilised on the system. This is particularly useful so that the line can ring in different places when the home user is not available.

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This solution has resulted in more productive staff that can use remote extensions to work from home seamlessly. One member of our customer service team works from abroad in a different time-zone which enables us to offer 24/7 customer service. We are very excited about what the VoIP technology promise.

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Telappliant is an Internet telephony specialist with more than 80,000 subscribers and one of the largest Voice over IP (VoIP) networks in the UK.

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