

Case study - DMR films

DMR Films has been based in Soho, London's film district, for 20 years. It supplies cameras, lighting and post-production equipment to film and TV productions. DMR has supplied films such as The Duchess, The Soloist and Bond movie Tomorrow Never Dies.



Company
Digital Media Rental
(DMR) Films



Business Type
Digital media equipment
rentals for film production



Number of employees
30+



Requirements
A flexible, easy to
manage VoIP phone
system to save the
company time and
hassle, and to unify its
telecommunications.



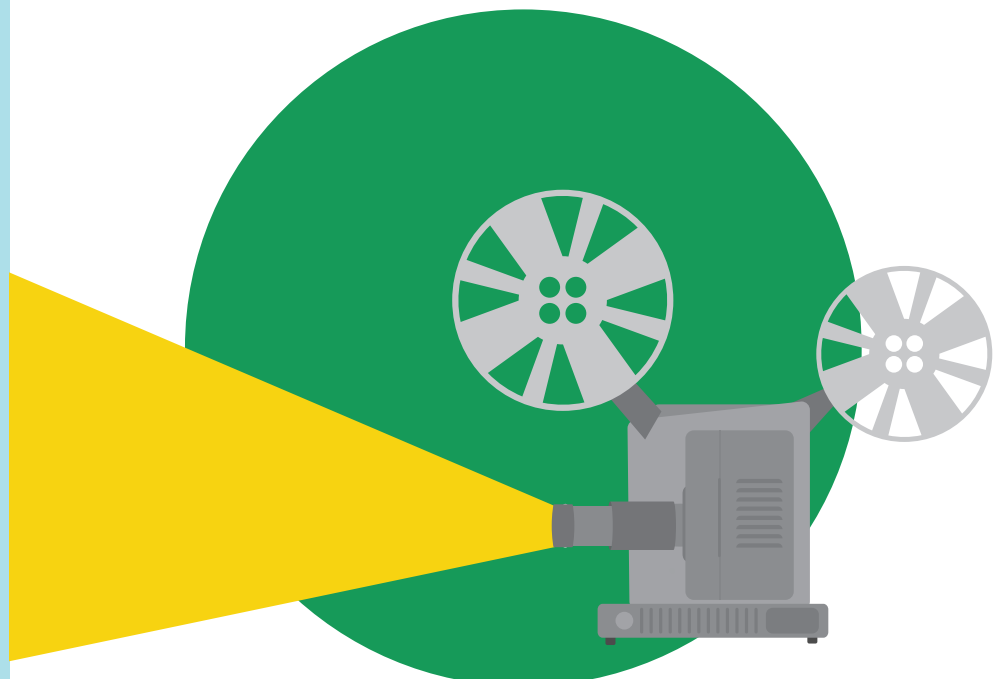
Solution
VoIPOffice™ Hosted
Professional
Business Multi Plan
talkAssure™ SIP trunking
Global inbound numbering

THE CHALLENGE

When DMR Films approached Telappliant in 2010, the company was using an analogue phone system. With many of its employees working remotely, this didn't provide enough flexibility. Management of the system was proving to be increasingly time consuming and to make matters worse, call charges were high.

THE REQUIREMENT

DMR Films consists of two separate business entities, so the company requested two separate VoIP phone systems to accommodate a total of 30 remote users and 20 extensions. The company also needed 15 incoming numbers and a call plan to cover its landline and mobile phone calls.





Our remote staff are now connected to the VoIP telephone system and enjoy the same functionality as our office-based team. Features we find especially helpful include the Interactive Virtual Receptionist (IVR), ring groups and enhanced automatic call distribution queues, which distribute inbound calls and let callers know their place in the queue.



THE SOLUTION

DMR Films worked with a dedicated Telappliant account manager to determine the most appropriate VoIP solution. With the ability to connect up to 10,000 users in multiple locations, anywhere in the world, the VoIPOffice Hosted Professional telephony system, partnered with Telappliant's Business Multi Plan call package, offered the ideal solution.

VoIPOffice Hosted Professional is a cloud based IP PBX solution hosted by Telappliant. It provides low cost calls at less than 1p per minute and allows DMR Films to enjoy the features and benefits of an advanced business telephone system but without the hardware and maintenance costs.

The Business Multi Plan package sits alongside VoIPOffice and brings together landline and mobile minutes for UK, European and international destinations in one inclusive call plan.

To deliver the telephony capacity DMR Films needs, Telappliant's talkAssure SIP trunking solution provides 30 virtual telephone lines and 20 extensions over a single high-speed Internet connection. This reduces costs by more than 60 per cent compared to legacy lines and provides enough capacity to ensure phones are never engaged.

THE OUTCOME

DMR Films' made a smooth transition away from its analogue phone system and suffered no downtime during implementation. They now benefit from a telephony solution which is highly scalable and easy to manage across a geographically dispersed workforce. It ensures remote employees remain connected to the same phone system, which facilitates greater collaboration and productivity across the company.

As well as low cost calls, VoIPOffice provides many other advantages, including a wide range of advanced business telephony features such as call forwarding, assignable ring groups and music on hold.

Telappliant hosts the VoIP service in its secure data centre, so it is maintenance free and there is always space to accommodate growth. Thanks to Telappliant's talkAssure SIP trunking service, DMR Films can instantly add additional telephone lines as the business expands.

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.

We offer advanced, feature-rich telephone systems and low-cost call tariffs to businesses of all sizes. Call 0345 400 4040 or visit telappliant.com