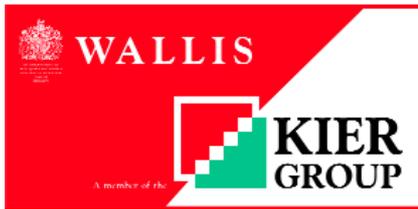


Case Study



Bromley

Fact File

120 staff

Company turnover of
£165 million

High profile clients

The requirement for
a telecoms system
with modern features
and the capacity for
future needs



The Wallis office in Bromley

**ANGLIA
TELECOMS**

Modern telecoms solution benefits leading contracting company

Nationally renowned construction contracting company, Wallis, has successfully been in business for more than 140 years, achieving along the way many accolades and the Royal Assent. A division of the Kier Group - the major national and international contractor with an annual turnover of more than £1.8billion - the company was being hindered by its ageing and expensive telephone system. Thorough research led to a solution offered by Anglia Telecoms that would effectively equip the company for current and future needs.

Wallis has a long history in construction contracting.

Founded in 1860, the company thrived for more than 100 years before becoming part of the internationally recognised Kier Group in 1992.

Today as a division of Kier Regional it continues to prosper, and has an annual turnover of approximately £165 million.

From its main office in Bromley in Kent, Wallis operates three divisions - Wallis London Construction, Wallis Interiors and Wallis Special Projects, the latter being responsible for the conservation and refurbishment of listed and historic buildings.

It lists amongst its clients many high profile organisations including English Heritage, Crown Estates and the Corporation of London.

However, the company's telephone system at the Bromley office was failing to provide the functionality and features demanded by a modern successful business with prestigious clients.

"The telephone system we had was a bad advert for the company," said Richard Banks, Procurement and Supply Chain Manager at Wallis.

"We lacked features such as voicemail, the facility for direct dial numbers, call reporting and reception software etc.

"What's more our existing system was expensive to run and spares were a diminishing

commodity. We needed a replacement that suited our business both for now and the future."

Faced with the challenge of finding a new telecoms system, Mr Banks spoke to five telecommunications companies before selecting Anglia Telecoms.

"It was an impressive feat that Anglia Telecoms were able to install the whole system in just one weekend, we were all extremely impressed."

Richard Banks, Procurement and Supply Chain Manager

He explained: "We always found Anglia to be proactive and knowledgeable whilst some of the other bidders were less than informative.

"As it transpired Anglia Telecoms were definitely the right choice."

Having selected the right company to work with, Wallis set about defining the services and functions they expected of their new telecoms system.

"Having outlined our brief to Anglia, they explained the technicalities of their system clearly and without undue techno b*****t.

"Replacing our existing system with enhancements e.g. voicemail, digital lines instead of analogue, on-screen

operation for our receptionist and the ability to monitor call costs, in addition to reducing maintenance costs, was clearly defined and costed.

"The system chosen also had to be sustainable with the capacity for change as new technology became available."

Matching these specifications was the Siemens HiPath 3750 Communications Platform which featured ample capacity for the company's current and future needs.

Once selected, the system was expertly installed by Anglia's highly skilled engineers in just two days.

"It was an impressive feat that Anglia Telecoms were able to install the whole system in just one weekend, we were all extremely impressed.

"They simply came in with layout plans and the right equipment and fitted all the new extensions, phones and technology without any fuss.

"The engineers couldn't do enough for us and were intent on fully completing the project to a tight programme and to our entire satisfaction."

As well as fitting 90 digital telephone extensions into the office and installing new display handsets on the desks of staff, Anglia also installed 16 computer linked telephones that allow users to dial contacts in their electronic address books simply by clicking on their PC screen.

In addition, a voice over IP link to Wallis's office in Larkfield was installed which now saves the company more than £5,000 per year on line rental, calls and operation costs.

"Anglia also took into account the fact we often call staff on-site on their mobile phones, and fitted preicells here in the office to give cheaper calls to mobiles," said Mr Banks.



Richard Banks

"We can save up to 55% on the cost of calls to mobile phones which is a beneficial overhead reduction."

He concluded: "Anglia Telecoms have given us all the features we wanted and more, and ultimately the system installed will lead to big savings for us.

"The Anglia staff and service were excellent throughout the installation process and during the subsequent on-site system training that was provided for all staff.

"The on-going support we've since received has been prompt and effective resulting in a nil downtime record.

"With such a major change of communication system we are pleased to have chosen the right product and installer. This exercise was seamless and the Siemens system has all the features we wanted and the capacity and functionality for the future."

The features of the Siemens HiPath 3750 Communication Platform installed at Wallis include:

PC based receptionist call answering software.

Voicemail and direct dial numbers.

Call management software to monitor phone and line usage.

PC linked telephones that operate from electronic address books.

Capacity for up to 120 telephone lines with up to 384 digital extensions.

Anglia Telecoms have also supplied telephone systems at the following Kier Group companies - Marriott Construction, Allison Homes, Wallis Larkfield, Belwinch Homes, Kier Partnership Homes, Kier Northern (Boston Spa), Kier London, Marriott Rushden and Marriott Nottingham.

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