

CableNet Case Study

Hosted Phone Solution



Business



Cloud Factory Solution



CableNet NZ



ABOUT THE CLIENT

CableNet is a New Zealand owned technology services company with offices in Auckland, Wellington and Christchurch.

They specialise in communications cabling, electrical services, wireless networking and security systems.

www.cable-net.co.nz

CableNet

Summary

CableNet had an old PABX system, which was getting to the end of its life. They have chosen to go with Cloud Factory powered by Ericsson-LG Enterprise's iPECS Cloud platform for a number of reasons such as the high level of redundancy and the advanced functionality.

The Challenges

Firstly they needed the deployment carried out quickly as they were hindered by their old system. Also, the installation needed to be fast, as they couldn't afford to be without telephony for extended periods of time.

As a technology services company it is very important to be on the cutting-edge of technology. One of the main business challenges they faced was the need to adapt to change. Their new telephony system needed to be able to upgrade, expand quickly and economically. They needed a future-proof system with a low TCO.

One of the biggest pain points with their old system was that they couldn't connect their three offices on the one system. Cloud Factory has solved this issue and provided much more functionality than their old system.

Solution

System

- iPECS Cloud

Terminals Deployed

- LIP-9010
- LIP-9020
- LIP-9012DSS
- LIP-9071

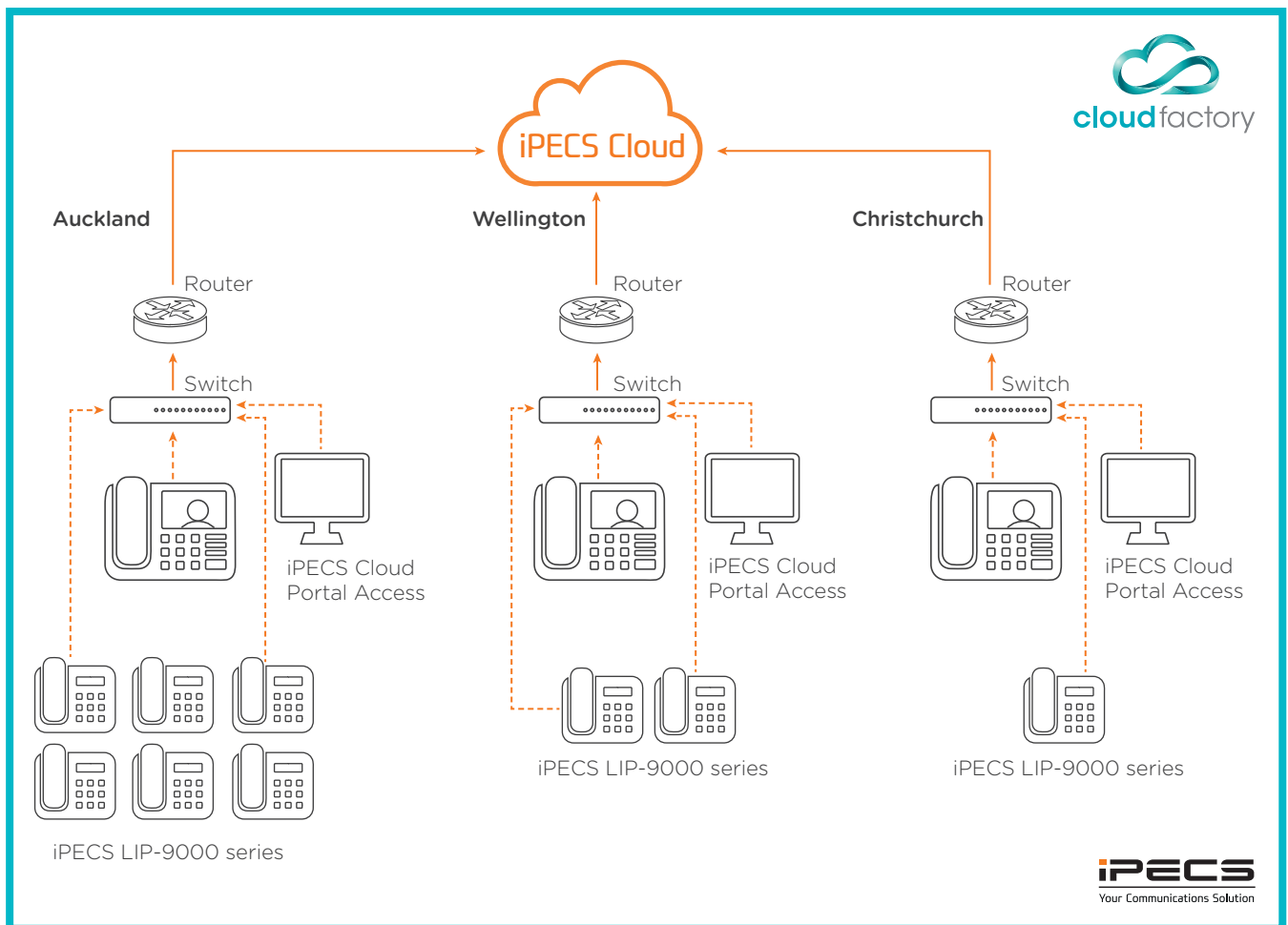
Application

- iPECS Cloud
- User Portal



Call Flow:- Multi site

Auckland (HO) / Wellington / Christchurch



Solutions

They specified the need for a IP terminal, screen to manage the portal and all the LIP 9000 series phones including the video phone which is being used in their boardroom. They also have the web portal access for customer management and the user management.

Implementation was carried out by Atlas Gentech technicians for site set-up & phone registration, and programming on site by Voicepro in Auckland, CTS in Wellington and Atlas Gentech in Christchurch.

It has performed flawlessly and they will be recommending it on all of their future installs.

Benefits

Their new system has delivered a number of benefits including ability to upgrade and expand quickly and economically, built-in disaster recovery and cost efficiency. What they have found most useful is the ability to connect calls throughout their nationwide branches.



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