



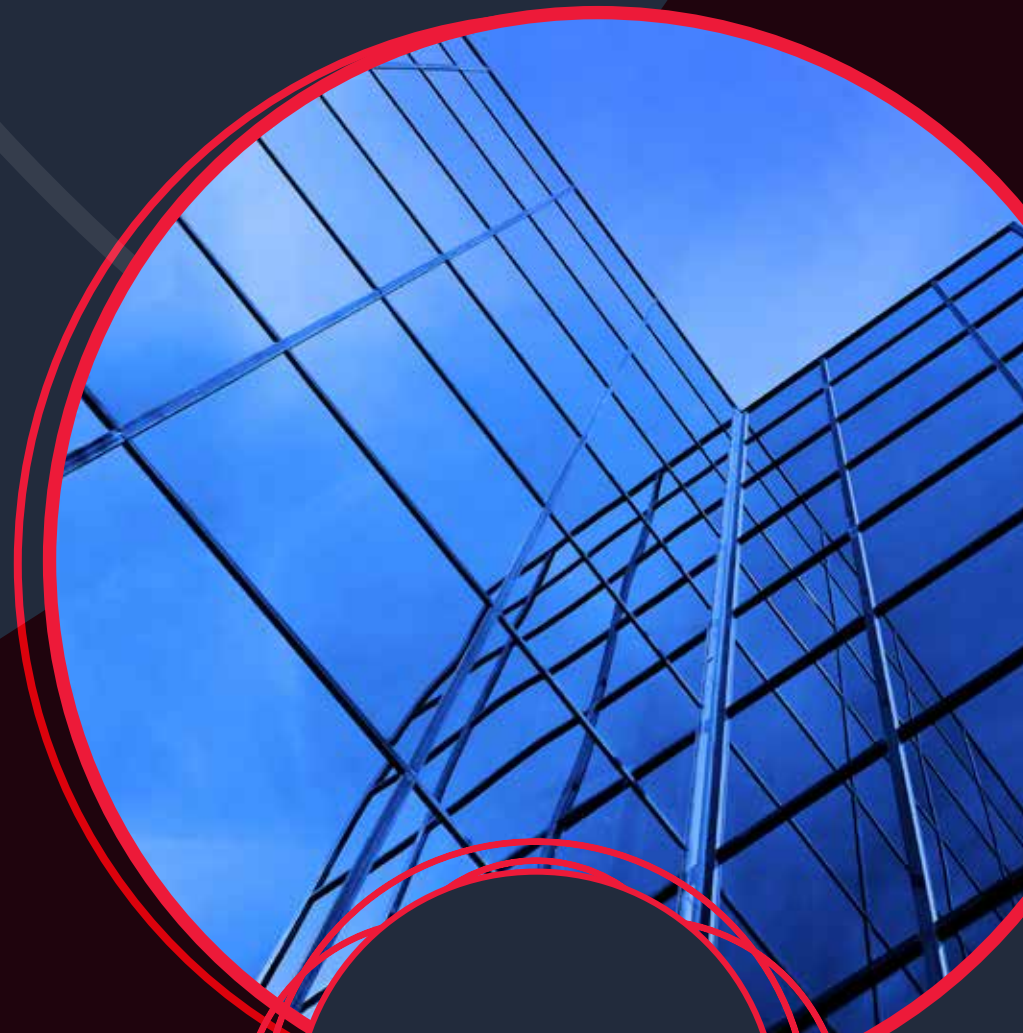
CASE STUDY

Single corporate telephony solution

Consolidating multiple legacy PBX telephony systems to a single hosted Mitel platform, supported by Koris365.

FirstPort is UK's largest and most experienced property management group. It manages over 200,000 homes across 4,000 developments in the residential, retirement and luxury markets.

FirstPort realised cost savings and multiple business benefits by consolidating multiple legacy PBX telephony systems to a single hosted Mitel platform, supported by Koris365.





“FirstPort engaged with Koris365 because of our previous positive experience with them and their knowledge of the Mitel platform.”

Duncan Borland, Infrastructure Manager at FirstPort.



The Challenge

FirstPort had an existing investment in Mitel's products, as well as licensing and user knowledge, but it was operating nine ageing, legacy telephony systems across six different sites, all with different software. Koris365, an IT Managed Service provider, had been supporting and maintaining the disparate Mitel systems for some time, but it was no longer practical or cost-effective.

As part of its digital transformation strategy, FirstPort aimed to create an environment for migration from costly ISDN to SIP technology. Its goal was to further reduce costs and improve resiliency and redundancy. While the best way to enhance business continuity for its contact centres was to move to a hosted solution.

The Solution

Working closely with Koris365, FirstPort decided to consolidate its nine on-site standalone PBXs and migrate to a single hosted Mitel platform, on an OPEX basis, with added resilience and redundancy. This required upgrading the Mitel technology from physical CPE to a virtualised infrastructure in the data centre then deploy SIP trunking.

The new system was built first, with physical migrations for over 600 users rolled out in stages, implemented by Koris365 engineers with internal support from FirstPort.

Once the hosted solution was in place, it was simply a case of migrating the sites over at scale. The first three sites have been migrated seamlessly, with no business interruption to users. The remaining two, larger sites (Luton's contact centre with 90 agents and the HQ at New Milton) will be migrated next in stages.

The Business Outcome

FirstPort has realised significant cost savings over three years, by centralising SIP trunks and eliminating ISDN.

Having migrated its telephony infrastructure to two data centres, FirstPort now has two virtual instances (one for resilience), leveraging the high availability and multiple power of the data centre environments.

The legacy hardware has been upgraded so the Mitel technology can be fully supported by Koris365 24/7/365. In addition, the reduced IT involvement from FirstPort has greatly freed up internal resources.

Mitel's hosted technology integrates beautifully with Skype for Business, enhancing collaboration for video conferencing, presence and availability. Employees can now add telephony on Skype for Business, which is easier and more convenient when they're on the road or working remotely.

The hosted solution also integrates with the automated credit card payment system, which facilitates payment solutions over the phone. Historically, call centre agents were unable to take credit card details and the calls were passed to a dedicated team, who do not have on-site call recordings. Today, the voice recording is automatically paused, which is much more secure and easier to use, providing a better customer experience.

FirstPort's users and contact centre agents have experienced no disruption to service, as they were already familiar with the Mitel technology. The additional features, functionality and enhanced resilience of the upgraded technology have been nothing but positive.

"The virtualised Mitel technology has allowed us to realise the business benefits we needed to achieve, along with substantial cost savings."

Duncan Borland, Infrastructure Manager at FirstPort.

"We are now using the full force of Mitel's technology and are taking maximum advantage of the hosting and SIP trunking benefits. Mitel's products have provided FirstPort with one of the foundation bricks for further digital transformation."



In the future, FirstPort will continue its digital transformation strategy with the CRM system, Salesforce, which integrates well with Mitel using computer telephony integration (CTI). The solution offers phone controls and functionality like Click-to-Dial, Call Pop-up, Auto Call Logging, Intelligent Dialing and CRM Screen Transfer.



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