

Software Company Enhances Customer Service Worldwide with Mitel IP Telephony and Teleworker Solutions

CUSTOMER NEEDS

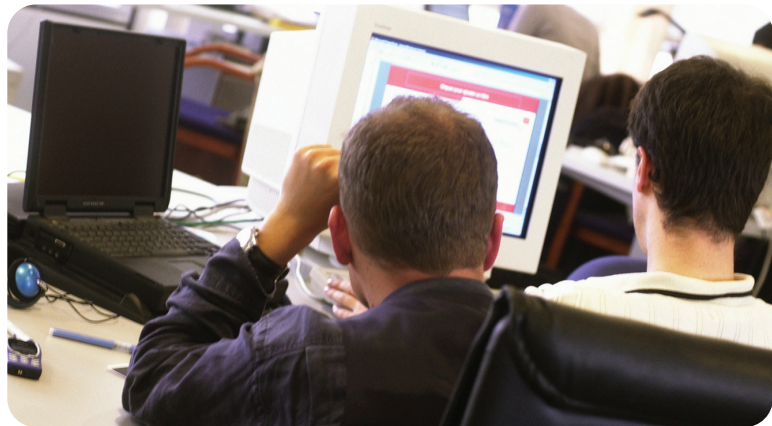
- A single voice and data network for the global office network
- Reduced voice traffic and costs and increased network flexibility
- To create a 24x7 customer service offering, leveraging global nature of the business

SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel Teleworker Solution with 20 extensions
- Mitel 5215 IP Phones
- Mitel 5220 IP Phones
- Mitel 5240 IP Phones

RESULTS

- Single global voice and data network linking UK, European and Northern American offices
- Reduced outgoing and internal call costs
- Ability for a small, dynamic business to operate globally with increased workforce flexibility and to deliver outstanding customer service



CommonTime is a software company based in Derby, UK, with satellite offices in North America, France and Spain. The company develops mobile computing programs allowing people to work on a variety of devices away from the office. With CommonTime's software, users can link their office PC to their handheld computer, link field service laptops to central server processes, and access and retrieve email from anywhere. The cost of CommonTime's daily internal phone calls with the overseas offices was exceedingly high and needed to be addressed.

CommonTime wanted to give international customers and prospects the ability to contact any employee, regardless of location, through one single phone number, to operate with the same efficiency as large global corporations and deliver outstanding customer service. Furthermore, CommonTime wanted to enable its employees to work effectively from any location, creating a teleworker ethos. When CommonTime began reading about the benefits that IP communications could bring to its business, installing an IP network seemed a perfect fit for its needs.

The Solution

Searching for a solution to suit its framework of multiple overseas offices with only a few staff members each, CommonTime considered the IP communications vendors with a track record of successful implementations for small to medium-sized enterprises (SMEs). The three market-leading IP communications vendors, Mitel®, Cisco and Avaya, were evaluated, and CommonTime chose to work with Mitel. The Mitel IP solution provided the tools to manage their communications overload and included the Mitel 3300 Integrated Communications Platform (ICP), Mitel 5215, 5220 and 5240 IP Phones and the Mitel Teleworker Solution.

Customer Experience

→ CommonTime

ABOUT COMMONTIME

CommonTime is a privately owned company formed in 1994 to produce world-class solutions to business problems by developing and deploying universal mobile computing applications. The company was one of the first in the world to exclusively address this issue. CommonTime has partnership arrangements and accreditation with Certicom, Lotus, Microsoft, Palm, Symbian, IBM, Novell and Sun, as well as fully certified technical staff who have in-depth experience of new product development, consultancy and bespoke software solutions.

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– Nigel Mackrill, CEO, CommonTime

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The Mitel IP solution was installed in January 2004 and enables CommonTime to enhance its global workforce’s mobility and extend its enterprise connectivity by communicating via the IP network and access office functionality wherever personnel may be located. Phone calls are now all routed through the IP network, meaning calls to the satellite offices are free, reducing the total cost of ownership – and call quality is much better than before. Outgoing calls for all global employees are routed over IP through the UK, meaning cheaper, standard call charges. All incoming calls are also routed via the UK headquarters’ phone number, creating improved continuity. Having one phone number and a centralized global network improves customer service and contact management making it easier for customers and prospects to stay in touch regardless of location.

CommonTime offers 24x7 contact by phone, employing a concept called “Follow the Sun.” This simply means that when an office in one time zone is closed, the call is simply routed to another time zone where the office is open. This innovative and forward thinking use of IP technology means that at any time of the day a customer or prospect can call CommonTime and a staff member will answer, since the call is routed to the most appropriate country over the IP network. Mitel enables CommonTime to deliver the superior customer service associated with larger companies while retaining lower overhead.

The Mitel Teleworker Solution gives CommonTime’s employees “plug and work” simplicity, as staff can access the company voice and data network regardless of their location. Using Mitel’s IP phones, staff literally plug in anywhere in the world and take advantage of the full benefits of the company network. Employees are now more productive, and benefit from increased flexibility and collaboration.

“Using Mitel’s IP communications technology, we are shortening the psychological distance between our employees worldwide,” continued Nigel Mackrill. “We have effectively turned international calls into internal calls. Now we feel like we are all part of a more tightly knit community.”

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