

Linking satellite offices to the heart of SPP Pumps

SPP Pumps have been manufacturing and supplying pumps for over 100 years and have grown to become a recognised world leader in their field. They design and produce centrifugal pumps and fluid handling systems for a wide range of industries and pride themselves on their comprehensive after sales service. In order to support their customers throughout the UK, SPP Pumps have 4 regional offices, remote workers, a head office in Reading and a manufacturing centre in Coleford.



Overview

Client requirements

- Improved connectivity between UK sites
- Greater communications access for remote and home workers
- Increased productivity whilst driving down costs
- Future proof telecoms solution for growing business

Alternative Networks' solution

- Phone system upgrade to improve inter-site connectivity
- Increased bandwidth at reduced cost
- Resilience of dual telephone system and LIM module for remote workers

Results

- End to end project management to help implement the solution
- Improved customer service through increased telecoms functionality
- Consistent features and functionality for office, home and remote workers
- Telecoms spend lowered by £8,000
- Hot desking enabled between sites

The challenge

As the business has grown, SPP Pumps has opened 4 regional offices to support their customers throughout the UK. Although connected to the data network, the phone system was only servicing the 2 main sites and as a result communication with remote workers and branch offices was suffering.

Their telecoms infrastructure simply couldn't keep pace with the growth of the business. They were looking for a new way to communicate that could save them money on their existing supplier BT, improve productivity and provide a future proof solution for their growing organisation.

The solution

SPP Pumps turned to Alternative Networks for advice. Systems Sales Specialist Greg Cheetham was able to propose a solution that increased the functionality across all sites, added resilience and also saved money.

Phone system upgrade

By upgrading to a Mitel 3300 phone system all sites would be able to take advantage of an IP enabled communications platform giving them additional functionality and better inter-site communication.

Increased bandwidth

Alternative Networks were able to double the bandwidth of the leased line to 2Mb and still reduce the cost.

On site communication

Production centre staff were using DECT phones to communicate around the plant, however the solution was old and unreliable. Alternative Networks were able to update the solution to ensure that communications across the site ran smoothly.

Improved resilience

Alternative Networks also ensured that the solution was resilient, so if there was ever a problem at one office site the others would remain unaffected. Two Mitel 3300 telephone systems would mirror each other so there would be no single point of failure. Remote workers would use a LIM module to connect their existing analogue line into their IP phone. So they needed just one handset, but had a backup line in case of problems with the Broadband connection.

The result

With just a small in-house IT department, SPP Pumps needed a trusted supplier that they could rely on. They turned to Alternative Networks because they could offer a complete solution to their needs and were able to demonstrate the resulting cost savings and efficiency gains. But more importantly, Alternative Networks were also able to offer outstanding service, advice and complete project management support to help implement the solution into the business.

Simple installation

Alternative Networks experienced Project Management team managed the installation of the new solution, including a full site survey and post-installation training. This ensured that the solution was seamlessly integrated into the business with minimum disruption.

Damian Hudson, IT Manager, said, 'Having Alternative Networks project manage the installation of the solution was a great help. It meant I could concentrate on the day to day running of the business, knowing that someone else was taking care of the details.'

Inter-office communications

The new solution has significantly improved inter-site communication and consequently customer service. Branch offices and remote workers now have the same tools and functionality as their colleagues and can utilise advanced functions across sites, such as call back and call forwarding. Employees can also now easily hot desk between sites and are able to work from any office location.

Damian says, 'We can now work as a single company, wherever individual employees may be located. This has improved not just our overall communication as a business, but also our productivity and our customer service.'

Cost savings

Since implementing their Alternative Networks solution SPP Pumps have reduced their telecoms spend by around £8,000 a year. Using IP for voice gives them free internal calls, even between sites and they have also consolidated their line rental. Alternative Networks were also able to reduce the cost of their data lines, landline calls, systems maintenance and finance.

Damian says, 'I was a little sceptical when Alternative Networks claimed their solution could save me £8,000 a year. But they were able to demonstrate where these savings could be achieved and, even more impressively, the savings have been immediate.'

Simpler administration

Controlling such a disparate network was complicated and time-consuming. Having a single IP network makes it easier to control voice and data services for all sites. Damian says, 'I've now got full visibility of all extensions on the system, whichever site they may be at, and I can even manage remote workers and international employees.' And because Alternative Networks provides and consolidates all these services they receive just one easy to read monthly bill, a range of management reports and full itemisation of all their services.

SPP Pumps new solution has enabled them to improve communication between employees, increase productivity, and customer service. But it's also simplified the administration of their telecoms network and significantly reduced costs.

The future

As SPP Pumps continue to grow, they are looking into the possibility of a centralised IP console that will help calls to be distributed more effectively between sites, and potentially IP video conferencing allowing inter-site virtual meetings. Their Client Manager will continue to provide first class service, support and consultancy to SPP Pumps. By strategically reviewing their services every quarter they'll help ensure their now scalable solution, adapts and grows with the needs of the business.