



PAPERCASE



Digital Voice deploys into Paper Case Limited

the brief

Paper Case Ltd, an Oakham based software design company specialising in bespoke case management software to the legal industry, joined Digital Voice in Feb 07 after moving into new premises and were looking for a cost effective office communications solution for their business.

The remit for Digital Voice was simple, " to provide a function rich, business standard office communications system with minimal capital outlay, fast installation and configuration and efficient customer support" Additionally, Papercase as a new business was focused on keeping purchase, installation and call costs to a minimum.

With multiple locations, Paper Case needed a system that could seamlessly integrate their office in the UK with Teleworking staff as well as other sites in Australia and the US.

As a new business it was imperative that Paper Case be up and running as quickly as possible as the delays associated with the installation of traditional phone systems were unacceptable.

And finally, even though a small business, Paper Cases office phone requirements should be no less important, functional or flexible than that of a large corporation. The main difference being that as a small business they did not have the large corporate budgets for expensive in-house telephone systems.

the technology

The Digital Voice Network is managed out of our dedicated Data Centre located in Cambridge and is referred to as a Hosted Platform. This means that we have developed, installed and manage all the systems and equipment required to operate an industry standard business telecommunications system.

Our Network comprises an E1 MPLS digital link to the Internet and PSTN Cloud (National Phone Network) as well as redundant multi channel ISDN Backup lines to ensure a reliable and fully resilient communications network.

Our network is built around the highly respected and industry recognised Mitel suite of IP Telephony Systems which have been deployed in some of the largest organisations in the world.

Digital Voice has taken this standard of technology and functionality and developed a solution that can now be used by Small and Medium size businesses without the need for expensive installation and management costs.

the solution

After consultation with Paper Case on their office phone requirements Digital Voice deployed its Hosted Business Package into their new offices. All that was required was a single phone line with a broadband connection and their network was up and running with a matter of hours.

By adopting this technology Paper Case were not required to buy and install expensive telephone equipment into their offices. Most significantly, with our system, Paper Case did not require multiple analogue or expensive ISDN lines into their office if they required more than one extension. Our system gives them as many phone lines as they have handsets. Nor does Paper Case need internal expertise to manage their office phones as all the technology is managed by Digital Voice.

With this solution Paper Case paid a setup fee for the installation and pays an all inclusive low monthly service charge. The time between Paper Case placing the order and delivery was 10 days. Within a day their office phone system was up and running.

what our Hosted Business Package gives Paper Case

- Site engineer attendance and installation
- Phone and Network installation and configuration
- Installation of 5 x Mitel 5224 IP Phones
- Direct External Lines for each extension
- 5 x DDI No's (Direct External Numbers) for each extension
- 0854 / 0870 numbers for each extension
- Free 01 and 02 Calls
- Savings on International and Mobile call rates
- Free calls to all DV Network Users
- Free calls to all inter-office extensions Nationally and Internationally
- Full system testing
- Onsite Phone System training

the result

With Digital Voice, Paper Case quickly and cost effectively got their new office phone system installed and up and running.

The nature of their business requires that they need to be flexible with their work locations and, with Digital Voice, staff can work from their primary office, home or any location with a broadband connection offering unprecedented work flexibility.

With the resulting savings in purchase and running costs more capital is available for business development and growth rather than operations and maintenance costs.

As previously mentioned, Paper Case have an office based in Oakham, Rutland with sites located in Australia and the US. Digital Voice arranged to have an additional IP Phone installed in their Sydney office and a staff member of Paper Case took another phone to the US as part of a long term transfer to that country.

Now all internal calls between the UK, Australia and the United States are free. Additionally if either site in Australia or the US needs to call a UK 01 or 02 destination these calls are also free or, if to a mobile, charged as a local Mobile Network call rather than an international roaming connection.

summary

This case study clearly shows how the installation of a Digital Voice Hosted Business VoIP Phone System can eliminate the bulk of purchase and installation costs of a new office phone system and generate significant savings for a small to medium sized business whilst offering a professional and function rich phone system.

If you're, looking to move into new premises, opening an additional office or anticipate your business expanding and your current phone system needs upgrading, contact Digital Voice for information on how we can take your office communications into the 21st Century.

For further information visit www.digitalvoice.co.uk Email: sales@digitalvoice.co.uk

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