

First-class communications enabling
first-class service

Unified Communications for
Professional Services



Building the technology foundations to allow for growth and enhanced client care.

EXECUTIVE SUMMARY

Customer name: Kreston Reeves

Location: London & South East

Industry: Professional Services

Organisation size:

5 sites, over 300 staff including more than 40 partners.

Challenge:

Implementing network infrastructure to match the 5-year growth plans. Modernising a traditional financial services firm with ease of management.

Solution:

Cisco Unified Communications, video conferencing, wireless LAN controller.

Results:

Unified Communications. Flawless and secure wireless coverage, seamless scalability.

THE CHALLENGE

After conducting a major strategic review which anticipated growth over the next 5 years, Kreston Reeves recognised that they needed to modernise the organisation. Their main objective was to improve client service and in order to do this they required a network infrastructure that laid the foundations for substantial changes and growth for both internal and external communications.

Existing voice and data networks were outdated and operating separately so a complete redesign and overhaul was instrumental in order for Kreston Reeves' to achieve their objectives. Answer phones were being heavily relied upon which was not in line with the desire to enhance client care.

“To me it was a no-brainer to go with GGR Communications and Cisco for our new Unified Communications solution. Proving Cisco could be competitively priced and provide us with all the features we required, along with an impressive team of engineers, GGR Communications were a fantastic find. From design to implementation, the team at GGR have consistently exceeded our expectations and we are very pleased with the entire project. We look forward to strengthening our relationship with the team at GGR over the next few years.”

**Stephen Ledger, Operations Partner
Kreston Reeves**

BENEFITS

- Increased visibility with transparent availability.
- Scalability allowing for future growth.
- Complete employee contactability with single number and identity.
- Central management reduced costs and increased efficiency.
- Comprehensive monitoring system for reviewing and target setting.
- Flexibility to work from different offices on the same wireless network.
- Cisco 0% finance allowed the project to be brought forward, enabling the company to focus on other areas.
- Training sessions ensured employees were confident with the new technology.

THE SOLUTION

After consultation with GGR, Kreston Reeves chose Cisco Unified Communications Manager Business Edition, which encompasses the entire suite of on-premise voice, video, presence, instant messaging and voicemail products. GGR provided a completely managed installation of the system, as well as training sessions within the organisation to help with the introduction of the new technology.

GGR implemented advanced call routing features with specific hunt groups and DDIs, reducing the number of internal calls going via the front desk. The Jabber application within the UC package ensured complete visibility and contactability for employees.

Cisco Mobility reduced the use of voicemail by helping streamline communications, giving employees a single number and identity that could be accessed via email, desk phone, mobile and tablet.

New video handsets, together with GGR bespoke software, facilitated plans to create hot desking and a more flexible working environment.

GGR installed a new wireless network, controlled centrally by a Cisco Wireless LAN Controller, enabling employees to transition between offices on the same wireless network.

THE RESULT

The new wireless network was the modern technology foundation that Kreston Reeves required to enable them to communicate efficiently and effectively. Simplifying management allowed them to focus on other operational areas to achieve their long-term strategic goals.

The front desk team now work together across all five offices with time freed up from internal calls to enable them to increase the level of client care they offer. 70% of all calls to the IT support desk can now be answered due to time savings from easier management. Answer phones are now only used as a backup. Management reports can be easily accessed, helping Kreston Reeves to set accurate targets.