



EXECUTIVE SUMMARY

Customer name: Kinnerton Confectionery

Location: Norfolk

Industry: Manufacturing

Challenge:

Reducing costs and improving efficiency of high volumes of calls between multiple sites.

Solution:

Cisco Unified Communications Manager

Results:

Elimination of call charges between sites, reduced costs of legacy system, centralised telephony staff.

“We were impressed by GGR’s breadth and depth of expertise while we were looking for a solution. GGR were able to understand our requirements and quickly turn them into a winning proposal. Throughout the implementation GGR repeatedly demonstrated a willingness to go that extra mile to ensure our communications infrastructure was working smoothly.”

**Matthew Davies, Head of ICT/
Commercial Supply Chain
Kinnerton Confectionery**

THE CHALLENGE

As a multi-site company, a high volume of calls between office locations meant that Kinnerton were faced with an ever-increasing telephone bill. Separate phone systems at each site was also very costly to maintain and operate.

THE SOLUTION

GGR installed a Cisco Unified Communications Manager with servers at two office locations. This provided a redundant system so that all internal calls used VoIP on a private network.

THE RESULT

Kinnerton were able to reduce expenditure and leverage new benefits. Call charges between sites were eliminated due to all internal calls using VoIP on the private network. The cost of maintaining the legacy system was dramatically reduced and the new system meant that telephony staff were now centralised. In addition, with all sites now on one system, workers can contact each other immediately, irrespective of their location.

BENEFITS

- Dramatically reduced call costs.
- Increased mobility.
- Increased employee productivity.
- Reduced infrastructure support costs.