

CASE STUDY

NFON SOLUTION AT ASTON GROUP



BRIEF

Communications is a fundamental enabler for Aston Group, as a successful and fast-growing construction, building services and facilities management company. To support the company's growth, it wanted to upgrade its internally hosted IP Office telephone system to a more robust unified communication system.

In 2012 Aston Group only had two sites and most of its engineers were set up on business mobile phones with no central communications control unit, whilst the office staff were working off a legacy hosted IP office PBX System, which was used mainly for receiving and answering internal calls and a few external calls.



In 2013, the company experienced high growth with an increase in the number of staff members and offices. The legacy phone system was becoming obsolete and inflexible. The company needed a system that could enable it to connect all offices without worrying about running cables and was crucially scalable, cost effective and enabled its staff to seamlessly work from anywhere.

Aston Group recognised the benefits of shifting to a hosted telephone system to achieve its communications objectives. It started a tender process for a new cloud telephony provider, and it engaged Jungle IT to handle the switchover, which would be to the NFON Cloud Telephone System, as it was the easiest to set-up and manage internally.

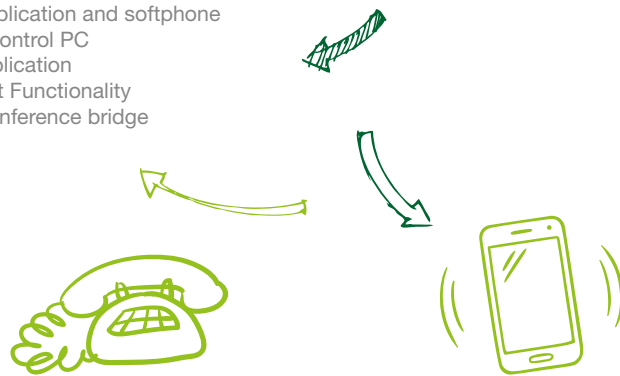
SOLUTION & OUTCOME

By choosing a hosted telephony solution with NFON UK, Aston Group would be able to immediately minimise its upfront costs, replacing these with a per user monthly subscription. This also removed any charges associated with ongoing maintenance. The calls would be delivered over the data connection and the local numbers associated with each campus would be ported onto the NFON platform.

The NFON licensing enabled three device platforms; the desk phone, the mobile app and the softphone on the computer, laptop or tablet. The NFON Cloud Telephone System also enabled Aston Group to configure a call centre within a day, with hunt groups, time controls, automatic greetings including hold music etc.

By opting for a NFON Business licence, each Aston Group user would receive:

- A free handset
- 2,500 minutes of free calls to landlines and 2,000 minutes of free calls to mobiles each month
- NFON Mobile application and softphone
- Access to the Ncontrol PC management application
- Call Management Functionality
- 50 User audio conference bridge



ABOUT:

Aston Group is a leading building services and facilities management company. Its clients include major building contractors, developers, local authorities, health authorities, housing management organisations, ALMOs as well as private clients.

It's an established, family run, privately owned business that has been setting standards for efficiency, innovation and quality for 50 years. The company operates from four physical office locations; Romford (Head Office), Walthamstow, Dagenham and its Central London Office (UCL).

POINT OF CONTACT:

Denis Elvis Omara, Management Information Systems Analyst



STUCK WITH YOUR IT? CALL IN THE GEEKS



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SOLUTION & OUTCOME CONT.

Mobile users in Aston Group can enjoy all the functions of their telephone system via their smartphone. Through an app, users can make and receive calls, no matter where they are and this works across WiFi, 4G, 3G and 2G areas.

The application can be deployed across employees' own personal mobiles to place calls through the NFON Mobile app, which displays the company phone number as opposed to the personal mobile and charges the calls to the corporate NFON account. Calls can be transferred from the mobile application to internal extensions.

Through NFON's NRecording solution, users can record calls as needed, providing the Aston Group with important call information for quality assurance. It is customisable by extension and recordings can be sent in .wav or MP3 format via email.

The NFON cloud telephone system gave Aston Group the following key benefits:

- An enhanced telephony service at a reduced monthly cost compared to its old system
- 80 new desk-phones, including conference phones, enabling all desk based staff access to 150+ advanced PBX features as standard
- Over 80 user licences deployed in total
- Rapid implementation of fixed-mobile convergence (FMC) capability to all mobile users. In fact, many employees use the NFON app on personal mobile devices at no extra cost
- Successful rollout and user adoption supported by the ease-of-use of technology and NFON's familiarisation material
- Heightened agility to cope with future upscaling/downscaling requirements
- Reporting and analysis functions to be able to run call related numbers and statistics, call recording functionalities and a good storage for the recordings, easy playback options and security as standard

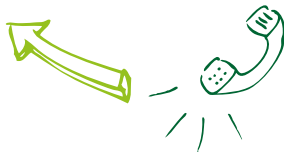
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Denis Elvis Omara, Management Information Systems Analyst at Aston Group comments:

"Since switching to the new telephony system we have experienced a host of benefits that have enabled us to become more efficient as a business. Users feedback have been very positive on the new user interfaces, particularly the fact that it can be used across three platforms, and the ease to tailor end-user set-up

through the Ncontrol portal. The reporting function is perfect for our needs and we are already benefiting from the reports generated from the system. Plus, because the system is so easy to manage we have saved money on needing to hire a telecoms technician – the system just looks after itself!"



As part of its proposal, Jungle IT provided a robust implementation plan to support the company's transition to its new NFON service in a manner that mitigated risk of change and reduced the transition cost – it was delivered on time with minimal disruption.



Denis further comments...

"One of the biggest issues we had with the old telecom system was that new clients wanted different calls reports and configurations, which the system could not handle. It just wasn't easy to increase the number of phones and lines in the office due to the nature of the old phones' infrastructure and the technical

requirements. It was also clear that there would be significant cost savings to be made from the elimination of the call charges and the ISDN rental. In addition, we are very impressed with the added 150 intelligent features of the NFON Cloud Telephone System, ease of use and essential security features."



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