



absnet
UNIFIED COMMUNICATIONS

Why wait?

IP Telephony

Unified
communications

ABSNet

Special Offer

Waiting for a compelling event?

Waiting for a compelling event to kick off bringing your telephone system into the 21st century is probably costing you money.

Not many senior managers' under-estimate the value and business-critical nature of their telephone systems; what they do know however, is that the PABX is at the heart of their business, pumping the lifeblood of voice communication throughout the enterprise. And yet most wait for a compelling event, a building move or the system going end-of-life for example, to initiate phone system replacement. With the latest IP telephony solutions from ABSNet, businesses can replace their ageing, inflexible PABX' with a proven Cisco system which not only delivers reliable, cheaper calls more flexibly, but opens the door to the Cisco Unified Communications portfolio of business advantage.



And with some of the very special Cisco finance and trade-in options available right now - particularly on Nortel and Mitel systems, you'll probably find that it costs less to have an entirely new future-proof phone system than to keep your existing maintenance contract!

More Information?

If you would like to have an ABSNet IPT/Unified Communications consultant call to discuss; PABX replacement, phone system maintenance or the wider issues of IP Infrastructure, please eMail me at mwoolley@absnet.co.uk or call on 01825 749057.

Thanks for your interest and I look forward to talking to you.

Martin Woolley

Business Development manager

CASE
STUDY





IP TELEPHONY

IP Telephony Enables Reliable Communications

IP telephony provides a way for you to extend consistent communication services to all your employees, whether they are in main campus locations, at branch offices, or working remotely, or are mobile. IP telephony transmits voice communications over a network using open-standards-based Internet Protocol.

Cisco IP telephony products are a key component of the Cisco Unified Communications system, which delivers the business benefits of a converged network to organizations of all sizes. Use Cisco IP telephony solutions to:

- **Provide secure, reliable, scalable communications that take advantage of your LAN and WAN**
- **Improve employee productivity through integration with innovative applications**

Cisco IP telephony products support a wide range of Session Initiation Protocol (SIP) capabilities including:

- **Support for presence-based applications**
- **Simplified administration and maintenance, including introduction of an appliance model implementation for Cisco Unified Communications Manager <http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html>**
- **IP phones with enhanced SIP feature support, and Gigabit Ethernet support**

This network provides a secure foundation optimised for wired and wireless IP communications, and includes the ability to support IP-to-IP gateways for easy and cost-effective connectivity between independent voice-over-IP (VoIP)

http://www.cisco.com/en/US/products/sw/voicesw/networking_solutions_products_generic_content0900aecd804f00ce.html
networks and analog phone gateways using your existing phone equipment.



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Better communications for better business

Unified communications increases business agility by helping you integrate communications more closely with business processes, ensuring that information - whether voice, data or video - reaches recipients quickly, through the most appropriate medium, and enabling your people to work more effectively together, wherever they are.



Collaboration: Share all types of media with voice, web, or video-conferencing participants.

Mobility: Get a unified view of calls, calendars, data, and e-mail anywhere, anytime, on any wired or wireless device.

Security: Extend comprehensive security throughout your network, from infrastructure through call control devices and communications applications.

Choice: Open standards facilitate integration with applications from other industry leaders.

Customer service: Integration with applications maximises call centre performance and customer satisfaction.

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ABSNet is a leader in IP infrastructure, unified communications and through-life-care solutions. By enabling seamless communications throughout and beyond the enterprise, ABSNet ensures that its clients gain true competitive advantage and rapid ROI. Corporations choose to partner with ABSNet because they can rely on its resources, expertise and technical excellence to deliver platforms and solutions that free clients to connect with their business objectives.



Wherever they are and whatever they need, your people should be able to access applications - effortlessly. Delivering the right information to those who need it, when and how they want it, doesn't just help - it offers real business benefit. Your people work better together - across virtual teams, across time zones, across applications. So your customers get the best possible service. IP infrastructure solutions from ABSNet achieve those goals by adding value, delivering enhanced productivity, business agility and competitive advantage to your enterprise

Connect to your objectives

Please visit: www.absnet.co.uk to view the full portfolio of business Solutions and Professional, Managed and Technical Services.

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Special Offer

SPECIAL OFFER

The "3-2-1 Blast-Off" Program

The "3-2-1 Blast-Off" program* features special trade-in deals and financing options for **Mid-Market and Enterprise** customers or solutions based on **Cisco Unified CallManager 5.1 or above**.



TRADE-IN CREDITS for **Nortel** and **Mitel** phones, PABXs, key systems, messaging systems, ACD agents, routers and switches - up to 2 x the CTMP (Cisco Trade-In Migration Program).

FREE 1 x Unified Personal Communicator software license and Unified Presence Server user Device License Unit with the purchase of every Cisco Unified IP Phone

FREE 3 years of Unified Communications Software Subscriptions (UCSS) for qualifying products

0% Finance options over a 3 year period, or a special "zero down, zero payments" for 180 days: financing offer. (whilst there is the chance of 0% Finance offer is available it has to be assessed and agreed for each deal and is not automatic)

FREE Cisco Unified Presence Server software for every Unified CallManager order! (Ships automatically with every new Cisco Unified CallManager order)

Cisco Capital financing options are available in conjunction with this promotion, please contact your ABSNet Account Manager for more information

*Offers valid until 31st December 2007

CASE
STUDY





CASE STUDY

CISCO IP TELEPHONY SAVES AMEY 30% A YEAR IN TELECOMMUNICATIONS COSTS

When Amey plc - one of the UK's largest providers of business support services - moved to its new greenfield headquarters site in Oxford, it introduced a Cisco IP Telephony (IPT) system that is saving 30 percent every year and is helping the company service its customer more effectively.

IP Telephony offers the most cost-effective solution Amey plc is one of the UK's largest providers of support services with 7500 employees throughout the UK and an annual turnover of over £1 billion. Its services include road and rail maintenance, facilities management and business process management in almost every market sector. It undertakes multi-million pound service contracts for customers such as Qinetiq, the Highways Agency, Network Rail and many local and central government organisations and departments, including the Ministry of Defence.

When Amey decided to re-locate its headquarters from London to Oxford it presented the ideal opportunity to introduce new and more advanced technology into the organisation. Amey had been using two networks for communications - one for data and one for voice. The move to Oxford allowed Amey to change to an IP architecture and combine voice and data onto a single network. Amey carried out some extensive cost comparisons and analysis between traditional and IP Telephony and found the IP solution was significantly cheaper. It also discovered that installing an entirely new, IP telephony solution at Oxford would be much more cost effective than relocating its existing system.

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Executive Summary

Business Name: Amey PLC

Industry:

Business process outsourcing services

Business Challenge:

- Use the development of a greenfield site to introduce an IP telephony system.
- Provide a more effective way to support multiple temporary and long term office location.
- Establish an enterprise-wide strategy to migrate to an IPT environment.

Network Solution:

- Cisco IPT solution utilizing an existing Cisco data Network.
- Multiple styles of Cisco IP telephones for static and location-based mobile technology.

Business Value:

- Annual 30% saving in managing operating telecommunications.
- Relocation telephony costs reduced by 15%.
- Ability to set up multiple offices in remote locations faster and more efficiently and service clients more effectively.
- Fully functional telephone systems installed in days.
- Deploy only two engineers to manage the telecommunications for a billion pound organization.

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Cisco - preferred supplier

Cisco was already Amey's preferred supplier for its network architecture so it was a natural choice for the IPT solution. Amey had also spoken to three other Cisco IPT users and as a consequence felt very confident about the Cisco solution. Peter Garratt, Amey's IT Director says, "Cisco is a well known name and it has a reputation for bringing out reliable, safe and secure products and technology. Also, its products are mature and offer a lot of easy-to-use functions. Since Cisco has become the Amey standard for data networking we wanted to build upon our existing Cisco knowledge and experience."

Cisco - delivering business-focused solutions

Amey has installed a Cisco IP voice and data network at its new Oxford headquarters. It is using two Cisco Call Managers - one in Oxford as a back up and the other at a new data centre in London. All 220 employees based at Oxford now have Cisco IP telephones on their desks. Some of the Cisco IP telephones enable web browsing from the handset for information such as web-based directories.

In addition, there are 30 wireless Cisco IP telephones. Amey has an open office policy where only directors have private offices, so the wireless phones allow other managers to hold confidential conversations away from the open office. Amey currently uses Cisco Unity to provide voice mail for its employees and is planning to extend it to provide full unified messaging capabilities.

Cisco IPT make setting up multiple, temporary offices simple

Amey is unlike other businesses. In order to support many of the large projects it undertakes for customers, it is constantly setting up or closing down offices. These offices are often needed for months or even years and they are often located in portable buildings on building sites or in remote locations. The Cisco IP solution is ideal for this kind of business environment because it allows Amey to provide a fully functional telephone system for these offices in days rather than months. A single contract may require Amey to open a number of sites across the UK and installing telephones for each office in large projects can be very complex. Amey has already rolled out the Cisco IPT solution to five locations. On average, Cisco is helping Amey save around 25-30% every time it sets up one of these office locations.

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“There aren’t many organisations that open and close offices at the same rate as Amey and the Cisco IP telephony system is ideal for this kind of environment,” says Peter Garratt. “The urgency to get separate telephone lines into a new office location isn’t there any more because with Cisco we can run in lines over the data network infrastructure. It is just so much more flexible, because there is one solution that fits all.”

Amey only has two telecommunications engineers to manage and maintain the company’s entire telecommunications infrastructure. Previously, setting up new offices or changes to existing telephony structures was a problem and required support from the IT department. Now, with the Cisco IPT solution, the two engineers can carry out most moves and changes themselves and manage most telephony support and maintenance operations remotely.

This results in fewer resources being used for managing telephones and a faster and more efficient service for both internal users and external customers. An additional benefit of Cisco equipment is the in-line power facility which means less wiring and simpler set or re-location.

With the Cisco IPT solution, Amey expects to save at least 30 percent each year by reduced maintenance costs and reduced physical wiring needed with tradition telephone systems. The company was also able to save around 15 percent of costs when it moved into its new Oxford headquarters.

In addition to management and resource benefits, the Cisco IP telephones are proving to very useful and versatile for individual users.

“Feedback from users has been very positive. They’ve come from an environment of standard telephony, but the Cisco IPT has transformed that environment to one where there are far more features to the telephones.

These features mean people can be more efficient and faster, but they are also easy to use,” says Peter Garratt from Amey.

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Staff have much more control of their own telephones. They now have voicemail, they can personalise their own handset and they can even access their telephone via the Intranet to pick up messages or re-route calls to a temporary location. Personalising their telephones means being able to set unique profiles with features such as their own speed dials, call forwarding and caller information display. Cisco's extension mobility means staff can move around the office much more freely, because they can use any Cisco IP handset to log on to their personalised telephone extension.

Amey is also expanding the use of the Cisco IP telephony systems by integrating it with Microsoft Outlook so that all voice and data communications can be managed from a single point.

The company is developing the Cisco Unified Communications solution so that it can provide converged video, voice and data capability to users. It is also planning to deploy Cisco conferencing solutions around the whole organisation.

The use of Cisco IPT at Oxford has set the precedent for the rest of the organisation and as existing telephony systems become outdated Amey will migrate to a Cisco IPT solution.

"There aren't many organisations that open and close offices at the same rate as Amey and the Cisco IP telephony system is ideal for this kind of environment. The urgency to get separate telephone lines into a new office location isn't there any more because with Cisco we can run in lines over the data network infrastructure. It is just so much more flexible, because there is one solution that fits all."

Peter Garratt,

IT Director

