



BTCloud Voice Case Study



Challenges

Gettech were faced with the prospect of an expensive software upgrade on their legacy phone system from Mitel. They also needed an internet bandwidth upgrade to cope with the growth of Gettech and it's business.



Solution

BT Cloud Voice



Benefits

- Increased bandwidth and lower costs on a monthly basis
- No extra cost for increased bandwidth
- No need for expensive upgrades
- Office handset refresh

Gettech makes the move to BT Cloud Voice

Gettech had a legacy phone system from Mitel but were faced with the issue of an expensive software upgrade as well as trying to source and maintain legacy IP phones.

Any moves or changes to the Mitel phone system were undertaken by a third party and took at least 24 hrs. There was an internet bandwidth upgrade due because of the growth of Gettech and its business. A solution that met all these issues needed to be found.





BT Cloud Voice

BT Cloud Voice is a virtual phone system hosted in the cloud. That means you can benefit from the latest call management features without having an office-based phone system, and you get all the functionality of a traditional system, but with the flexibility to do so much more. It's a perfect solution for businesses of any size, and can adapt to meet your changing needs. So whatever the future holds - moving to new sites or an expanding workforce - you'll have the capabilities to do so.

Cloud Voice is a feature-rich, cloud-based phone system with the flexibility to meet the demands of the modern, agile business. Being cloud-based, it lets your people use all the features of your office system, whether they're in the office or not. All they need is access to the internet. Maintenance and upgrades are automatic, without the

need for any costly and disruptive on-site visits.

For the company looking for all the features of a full blown on-premises system, but without the costs, maintenance, and location headaches of hosting it yourself, BT Cloud Voice could be just the ticket. Get customised features for each user, and only pay for the ones you need. See how new users can get up and running quickly through the online management portal.

BT Cloud Voice gives you free intra-business calls over the internet. And as it's in the cloud, there's no equipment to maintain - apart from your phones. Always on the move but want to create a local impression whenever anyone calls? With Cloud Voice, customers can dial a local number and get through to you wherever you are, on whatever device you're using.

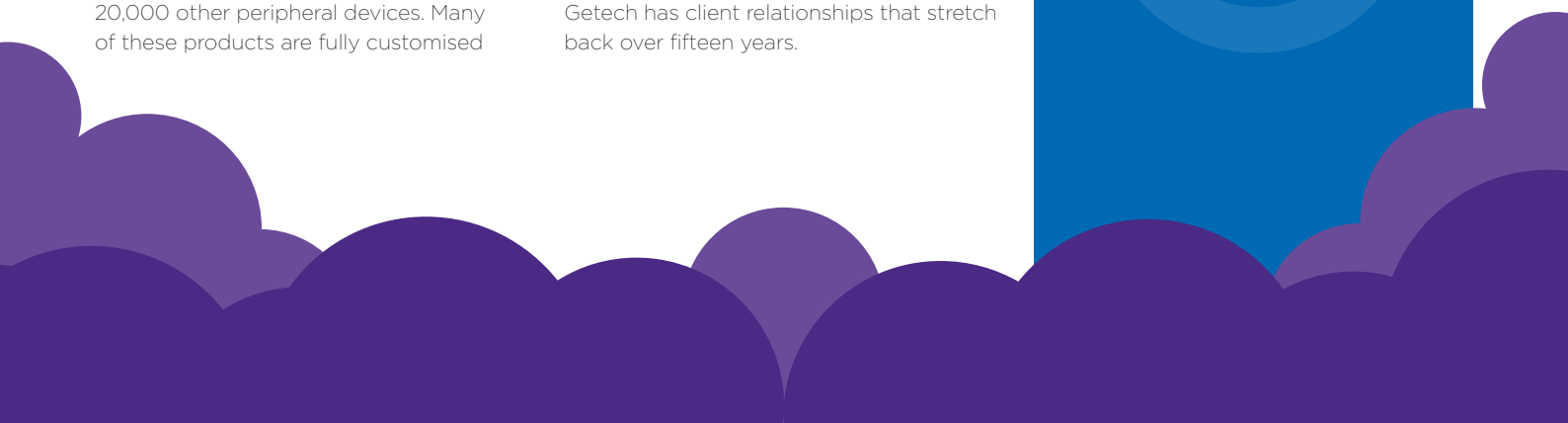
Getech

Getech have established themselves as an IT Partner to many companies over the last 20 years by providing a wide portfolio of products and services that can be tailored to suit individual requirements.

Getech has been involved in IT since 1990 and provide a proven range of services that benefit our clients across many technologies. Getech sells more than 50,000 thin computing desktops a year, as well as 15,000 computing solutions and 20,000 other peripheral devices. Many of these products are fully customised

by Getech to meet exacting client configurations.

Getech is not a typical 'broad line' supplier but a Value Added Partner at its best. We focus on a number of innovative vendors who help us to develop unique client solutions, each supported by our wide and varied range of services, all to the benefit of our clients. Our client's success is based on our ability to understand and deliver our commitments and proposed solutions. Getech has client relationships that stretch back over fifteen years.



BT Cloud Voice solution

BT can cover all aspects of your BT Cloud Voice solution, from User Feature Packs plus optional User and Site add-ons, through to Call Plans, IP phones and training, so you can get the most from your BT Cloud Voice service. They can also offer geographic numbers and, if you need it, cabling and installation. Finally, they will work with you to make sure you have the right internet access, so you can run your business and all your calls.

When BT Cloud Voice is rolled out the individual users can be assigned a specific feature packs for their requirements:

BT Voice Cloud offers the following functionality:

- BT Cloud Voice User Feature Packs. Basic, Connect or Collaborate.
- User add-ons & Site add-ons.
- Optional extras to tailor your service to your needs.
- Call Plans. A range of call plan options
- IP handsets. Desk and conference phones.
- Numbers. Optional geographic numbers for a local presence.
- Internet access. BT Business Broadband, Infinity or BTnet.

Basic

For employees that need a general-purpose phone system With BT Cloud Voice Basic, you can send calls to other handsets (even mobiles), or forward them to another number if no-one picks up. You can see who's calling and add a third person to any call. It's perfect if a few of you are sharing one phone.

Connect

For office-based employees who need a full range of call management features BT Cloud Voice Connect gives you smart features like Call Director (so you can look like you're calling from your office when you're on the move). With voicemail included as well, you've got a great system for sales people, accountants, PAs and others.

Collaborate

For employees who work on the move but still need access to all the features of a traditional phone system BT Cloud Voice Collaborate gives you everything from Basic and Connect, plus instant messaging, presence and web conferencing too.



BT Cloud Voice gives your business the following advantages:

- **No phone system maintenance costs.**
- **Make changes, moves and additions instantly.**
- **No capital outlay.**
- **Free calls between your offices.**
- **Manage your own calls and facilities.**
- **Great voice quality.**
- **Save money.**
- **Disaster recovery/business continuity as standard.**
- **Lets your staff work flexibly from wherever they want.**





Getech's solution to meet the challenge

Getech's Technical Services Manager (Ian Sharman) was faced with the issue of an aging Mitel legacy IP PBX telephone system, with handsets that were not commercially available, and an expensive software upgrade looming. The management of the Mitel system was carried out by a company using a third party which meant simple moves and changes took at least 24hrs. The Mitel exchange although not large still took up room in the onsite machine room and had a power and cooling overhead. The Mitel exchange was provisioned with an ISDN 30 providing thirty, 64k lines for voice but the ISDN range is being phased out from 2020, so a change would need to be made in time as well

Getech looked at the cost of keeping and maintaining the existing legacy IP PBX against what is now available in the marketplace. A cloud voice system was looked at for the ease of use and cost savings. Several suppliers were examined but the BT Cloud Voice came out on top, due to the ease of implementation and use and the support available for the migration. This was also paired with the existing relationship that Getech has with BT as a supplier

As Getech MD Guy Watts stated

"Getech took the decision to swap out to a Cloud Voice solution for 4 reasons.

- Switching was actually going to save money on a monthly basis even with new increased bandwidth

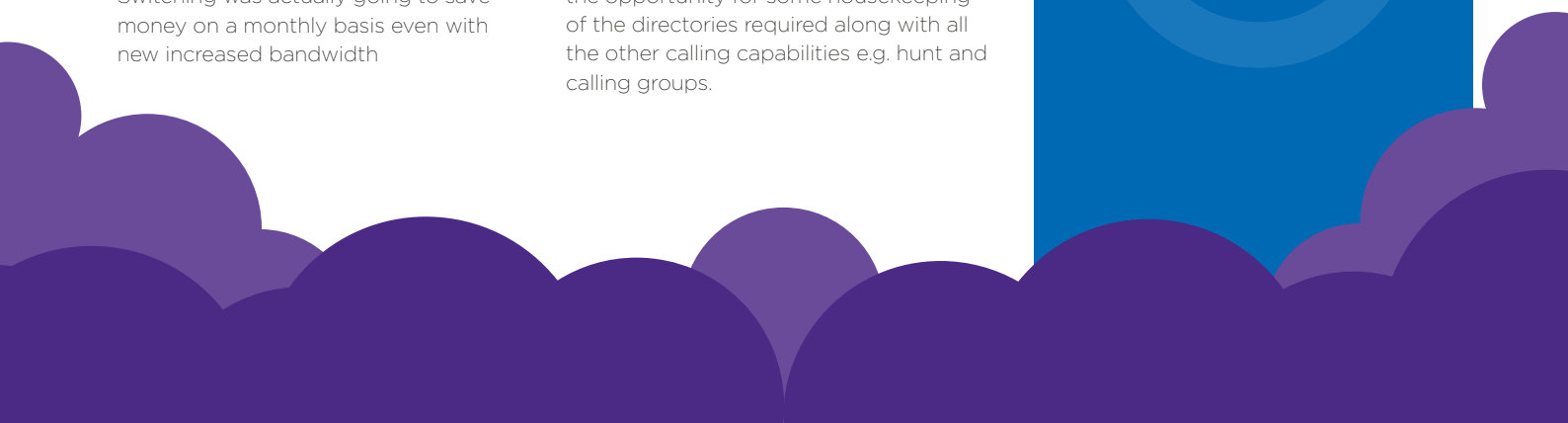
“ We needed to increase our bandwidth for our own data requirements and were able to do so including CV without extra cost!

Guy Watts, Getech MD

- We were told we needed an expensive software upgrade on the Mitel
- Old phones needed updating
- We needed to increase our bandwidth for our own data requirements and were able to do so including CV without extra cost!"

Once the decision to make the change to BT Cloud Voice and the product chosen it was then down to Ian Sharman – Getech's Technical Services Manager to take on the implementation.

This started with a choice to export all the directories, call and hunt groups etc out from the Mitel phone system or to start afresh. BT, as part of their service, do offer to take all the details in a .csv file and import them into the new Cloud Voice system. However, the decision was taken to start afresh as this gave Getech the opportunity for some housekeeping of the directories required along with all the other calling capabilities e.g. hunt and calling groups.



BT's Cloud Voice offered all the complete functionality you would expect in a telephone system as well as a personal directory, team directories and a personalised visual busy lamp field. The Busy Lamp Field is the touch screen on the phone and the personalisation that can be created to give each person their own view of their numbers and directories. Each person would also be able to retain their DDI number.

Ian reached out to all employees two months before the planned migration day and requested all the contacts they needed to have in their personal and team directories as well as what was to be displayed on the touch screens

Ian Sharman –
Getech Technical Services Manager

"This was a lot of initial work that could have been done by BT but we wanted to start with a fresh slate and not drag over contacts that had not been live in years"



It worked seamlessly.

Guy Watts, Getech MD

Once Ian had a full set of information this was passed in a .CSV file to the BT Cloud Voice team who set everything up. There was an upgrade of the internet bandwidth into Getech which was already planned due to the growth of Getech and the supply of IP phones. Getech went with Yealink phones which could be run via the PoE cabling already in place and also operated as a network pass through for the desktop PCs.

The ability to control all aspects of the phone system remotely was one of the main advantages of moving to the cloud so Ian was introduced to the BT Cloud Voice admin console which was very intuitive to understand and move around in.

The day of the changeover was planned and on a Monday evening the Mitel phone system was unplugged and BT Cloud Voice came online. All the IP phones were swapped out for the new Yealink phone, when they were plugged in they were populated with all the touch screen information that the users required. Testing was carried out on each phone

The real test was the next morning when the staff arrived to find their new phones with the touch screen populated with their team members names and directories. The best testament to Getech's preparation and hard work was that it happened and no one noticed, just enjoyed the greater functionality of the phone and system.

As Guy Watts the Getech MD said:

"It worked seamlessly."

