

Case Study: Trident Utilities



Merson Technology helps Trident Utilities get better connected.

Trident Utilities were looking to replace their existing traditional phone system, for a modern alternative that met the needs of an expanding company. Wesley Lowe, I.T. Manager and Andy O'Brien, Senior Account Manager (Telecoms), oversaw and managed the proposals for an updated phone system for the company.

About Trident Utilities

Trident Utilities are leading supplier of utilities management services to UK businesses.

"We help our clients to remove cost from their business by applying our expertise to energy and telecommunication costs. We have developed a fully integrated approach, delivered by a team of experts with many years of experience in their fields."

Background

As Trident Utilities is a successful and expanding business the requirements of its infrastructure are constantly changing. Two of the main issues they faced were call handling and reporting on sales and support calls. Both of these issues were caused by outdated and inflexible telephony hardware, common with traditional PBXs and ISDN.

The Issues Faced

In looking at alternative options, the traditional PBX manufacturers have addressed the ISDN capacity issue by allowing their systems to interact with SIP, however these features often are only available on newer system, require additional hardware and have a licensing fee associated with them. This makes migrating not always cost effective and often a large overall investment for the company.

In addition, because of the closed nature of the traditional PBX manufacturers, software reporting and other tools are costly and often not included in the base quotes provided.

However, one of the single largest costs associated with such moves is the cost per handset. Most traditional PBX manufacturers lock you in to their own branded handsets, which carry a hardware and license cost per device.

The Solution

Merson Technology proposed a new system, designed and configured for Trident Utilities. The system met all their needs in terms of features for business specific goals and also gave the flexibility to allow for future requirements.

The proposed Software based PBX was able to run on standard off the shelf hardware. This meant that Trident could take advantage of existing relationships with hardware suppliers for cost savings and warranty.

Flexible feature sets gave Trident Utilities options and possibilities they'd not previously considered, such as desktop client software to handle calls and monitor staff. Bespoke developments assisted by Merson's competent software developers.

By using a Phone System that's compatible with SIP, Trident Utilities were able to choose the handset hardware that best matched their requirements from a large range of providers, and not just one manufacturer. In the end, they decided to go with Cisco/Linksys handsets. These were pre-configured off-site by Merson Technology before the on-site installation, helping to speed up the overall installation time.

Savings

- Reducing their reliance on traditional ISDN circuits and the quarterly costs associated with them
- Flexible support, without the need to sign up to a fixed term support contract
- Flexibility in choices for handsets and no licensing costs
- Quick turn-around on on-site installation, reducing engineering time costs

What Trident Utilities Say

"Our working relationship with Merson Technology is second to none. They are always able and willing to help with any issues or questions we might have, from start to finish and after.

During the installation of our phone system they were on hand when we needed them. The installation was smooth and successful with Merson's on-site staff staying with us until we were happy everything was how we wanted it. I and the company directors are very happy with what we consider to be a reliable and stable installation, far outweighing our expectations."

Wesley Lowe, I.T. Manager for Trident Utilities

About Merson Technology

Merson Technology are a UK supplier of Internet based services, products and consultancy. We develop strong relationships with our customers in order to maintain a long standing relationship. Our experience has enabled us to develop and advise on a wide range of service and product types covering many aspects of business.

Find out more at <http://www.mersontech.co.uk>

Call: 01332 646 333

Email: sales@mersontech.co.uk