



Howard Tenens had a mixed estate of Telephony providers and solutions across their ten UK sites. As the telephone systems were stand alone and desperate there was no integration between the sites which was impacting on internal communications as well as external customer interaction. On top of this the varied types of phone systems were difficult and time consuming for the Tenens IT team to manage.



Howard Tenens is a privately owned, logistics company providing complete UK coverage and provides reliable, high quality, value for money supply chain solutions for an impressive array of customers.

Challenge

- Mixture of legacy telephone systems across multiple sites that offered very little integration.
- Difficulty of sustaining the maintenance of these telephone systems in terms of cost and resource.
- No resiliency in place should one of the sites' telephony go down.

Solution

- Deployment of Virtualised Avaya IP Office server edition in a data centre environment. With resilient primary and secondary server solution deployed.
- Centralised SIP Trunking solution deployed to provide cost effective and resilient voice connectivity to all sites.
- All sites linked together as one virtual hosted telephony solution to improve inter-site communication and customer interaction.

Result

Howard Tenens have seen improvements in how they communicate internally and with their customers. As the business grows and acquires new sites the Avaya solution can be easily be expanded to cater for this growth.

“There's no need for one of my team to travel 50 miles to make a change now and the company is seeing cost efficiencies and improvement in service by dealing with just one provider instead of having multiple contracts.”

John Moore - Head of IT Operations