

Pursuit NHA International

Background

Pursuit NHA had outgrown their original offices and were moving to brand new premises. The existing phone system had a number of limitations, which precluded its re-use.

For Example :

- * Incoming calls could not overflow to a second group if not answered.
- * There was no visual display of the status of other extensions.
- * Display phones were unable to show any names of incoming callers.
- * Linking the phone system to a database was not possible.
- * In addition a number of minor points also needed to be addressed.

Solution

A shortlist of two systems was drawn up. The Avaya IP Office and the SpliceCom Maximizer were both able to fulfil the following requirements:-

- * Direct Dialling In with voicemail on all extensions and groups.
- * Highly flexible routing for incoming calls to groups.
- * Visual display of the status of other extensions (in both cases provided on the users PC).
- * Incoming calls display caller name when a match is found on the system database.
- * The ability to transfer calls out to mobiles or home workers, either on a per call basis or all calls.
- * The ability to dial a call directly from the Pursuit client database (Project 2000).
- * Initial cost kept to a minimum - in both cases helped by using much lower cost analogue handsets instead of expensive keyphones.

Pursuit accepted our recommendation of the SpliceCom Maximizer primarily because it is ready for IP telephony in it's basic configuration, whereas the IP Office will only support IP telephony by adding voice compression cards, at additional cost. Although IP telephony is not currently being used it was considered to be an essential requirement for the future.

Customer Comments :

"The CrossLink / Target partnership has been very professional from the start. We contacted other companies but found that the people we spoke to lacked the ability to fully understand what we wanted to achieve. Target and Crosslink were able to propose a solution that fulfilled our requirements from both functionality and cost perspectives. The project management was faultless, we didn't need to chase up anything and were kept in touch at all stages. They worked well with our IT company to integrate the systems and, to provide the finishing touches, after we moved into our new offices over the weekend, a professional trainer was on site first thing Monday to show us how it all worked!"

“I would not hesitate to recommend Target and Crosslink to anyone who is prepared to look beyond the bottom line to find real value.”

Ben Ballard – Pursuit NHA International.