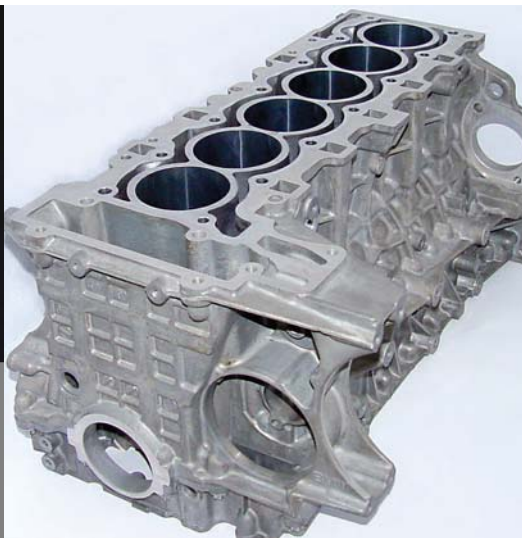


Delighted with multi-site communications solution



Facts & Figures

The Customer

- Luxfer Group Limited, Manchester

The Solution

- 5 sites, IntelliGate IP PBX, over 450+ extensions
- Fully integrated DECT cordless capability
- Site-based Voicemail and Auto Attendant
- AIMS management & remote support software
- PC Based Operator Consoles at the site

The Benefits

- Improved call handling and efficiency
- Cordless phones enable key personnel to be easily and quickly contactable
- Significantly reduced network rental costs
- Integrated Voicemail for efficient messaging
- Improved on-site system management control

Luxfer is an international group specialising in the design, manufacture and supply of high performance materials, alloys and semi-fabricated components to the manufacturing industry.

Luxfer has operations in USA, Canada, France, Germany, the Czech Republic, Japan and China as well as plants in the UK at Swinton, Nottingham, Redditch and Worcester. Its Head Office is based in Salford Quays, Manchester. It employs 2,300 people worldwide.

Luxfer inherited a BT FeatureNet system from its previous owner. This was extremely costly to operate and inappropriate for the new company with its worldwide group of independent specialist engineering businesses.

After reviewing the marketplace and various options available, Luxfer decided that Aastra Telecom provided the most attractive and flexible option available.

Luxfer's various independent business operations do not currently have a large inter-site communications requirement. However, it is an important consideration for the future that the system they chose had to be able to support IP Telephony for any future network requirements. After an extensive consultation process, Aastra proposed that each site's requirements be treated separately with a different system specification for each one, as this would be the most cost-effective solution. Each site was set up according to their individual telecommunications requirements, but all have the capability of being networked in the future.

In addition Luxfer required greater flexibility than their previous service provided. This had to provide greater flexibility to enable the Luxfer Group to take full advantage of the latest technology and network options available to them on the market. This helped Luxfer to significantly improve call handling, reduce their call costs and keep strong budgetary control.

Head Office (Salford, Manchester)

Though the smallest site within the Luxfer group the telecommunications requirements at Salford are vital. An IntelliGate 2045 IP PBX was installed with 20 Office handsets. A mix of key phones provides extensive desktop functionality to the head office staff and company directors, with calls being routed directly to key departments and individuals. Integrated voicemail was key in providing effective message management ensuring all calls are handled efficiently.

Swinton – two companies are based at this site: **MEL chemicals and Magnesium Elektron**. For this massive site, Aastra recommended the IntelliGate 2065 IP PBX with over 300 extensions. With an Office 1560 PC based operator console and a fully integrated DECT cordless system this meant that call handling and location of key staff was improved dramatically. To ensure total cordless site coverage, 30 DECT base station transmitters were installed.

With over 70 DECT cordless phones distributed to key staff this means that they can be contacted at all times. A number of DECT cordless phones were also equipped with a headset attachment and VibraCall so that individuals can be alerted to calls easily whilst working in noisy environments.

The digital Office handsets provided simple intuitive handset operation and the interactive screen displays enable easy access to system features and the companies speed dial internal and external directory improving ease of use. With most extensions having a DDI option, it is easy for internal and external calls to reach the appropriate member of staff who are able to see who is calling them on their display. Voicemail is used as a backup if the phone is busy or the staff member is unavailable. In addition, key DECT handsets are 'twinned' to desk phones, meaning that calls automatically follow the handset when it is lifted off the cradle.

Nottingham – Luxfer Gas Cylinders. Here, where capacity requirements were less, Aastra recommended an IntelliGate IP PBX with 100 extensions and voicemail system. For key staff who need to be mobile, Aastra installed DECT handsets. All calls are routed through the main switchboard, via an Office 1560 PC operator console, and distributed to the appropriate extensions. With full visual extension status the switchboard operator can easily see who is on/off the phone, diverted to voicemail, in meetings, or out of the office. This significantly improves customer service and speed of call handling.

Redditch – BA Tubes. Similarly here, where the requirements were not unlike Nottingham, Aastra configured the IntelliGate for 100 extensions with voicemail as well as a number of DECT cordless handsets. All other requirements are serviced by a range of digital handsets including the simple wall mountable basic digital Office 10 handsets which are ideal for meeting rooms and open areas.

Worcester – Superform Aluminium. Here, at the smallest industrial site, Aastra installed 60 extensions and voicemail. For key personnel there are cordless telephones working off 4 DECT base station transmitters.

Kevan Armstrong, Luxfer's IT Consultant, says:
 "Our previous system was expensive and we were paying for features that were of no value to the new Group. Any system we bought had to be able to cater for future Group development requirements. Other reasons included the range of features available as standard, particularly the DECT cordless option. All manufacturing sites have cordless options for key staff, whereas previously they were using mobiles on site. This was proving to be very costly. The advanced features provided on the digital handsets were better than anything previously experienced; and the Office 1560 Screen based operator console provided far better call handling and information than previous switchboard consoles."

Beverley Martin, Marketing Manager at Aastra, says:

"It was a very consultative sales process where the whole proposal was designed to specifically suit Luxfers needs and overcome the number of dispersed sites where each have their own specific communications requirements. The IntelliGate Office 1560 PC operator console and Office 135 DECT cordless handsets have helped improve call handling and staff location within key Luxfer sites."

Excellent support services, using IntelliGate AIMS software.

An additional service, fundamental to the multi-site installations success, was the use of the IntelliGate AIMS software. Aastra are able to provide a high level of system support, which includes system management and detailed programming, configuration and software updates. Aastra is also able to access the Luxfer IntelliGate systems remotely and make both handset changes within minutes ensuring the smooth running of the system.

A summary of the benefits:

- Calls at all sites are handled quickly and efficiently, with useful information provided to anyone held in a queue
- Key personnel are easily and quickly contactable
- Voicemail provides a fully functional messaging service for key personnel who are unavailable, with the ability to automatically contact them on designated external phones, if required
- The open architecture ensures that the system is expansion and future proof, providing peace of mind to Luxfer that whatever their future requirements the system is designed to manage them
- AIMS system management software allows Aastra to access the system remotely, to provide on and off site system support

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