



CASE STUDY - ADVERTISING

ADSHEL

Comscentre - showcasing technology for advertising giant Adshel...

Background

Adshel, the Australian division of global company Clear Channel Outdoor, offers solutions to local councils across the country by designing, installing and maintaining outdoor infrastructure and selling advertising space for businesses to showcase their services and build brand recognition. Adshel owns more than 11,000 advertising panels across Australia designed for street, rail, bus, shopping centre and airport locations.

By partnering with Comscentre, voice communications and data management for Adshel are now centralised which resulted in reducing associated costs. With Adshel's high bandwidth requirements and need to send large graphic files between sites, Comscentre has improved efficiency.

Solution

As a growing company with offices in every state, Adshel needed a nationwide voice system that would link its offices, reduce their IT workload and still maintain an effective IP voice system and management structure. Comscentre was able to manage their IP voice needs with communication across the company significantly improved following the roll out.

Sam Le Quesne - IT Manager, Adshel

We wanted to reduce our telecommunications bills ... it was significantly cheaper for us to cross to Comscentre and go to VoIP (Voice over Internet Protocol) than it was to stay with our previous provider

The installation of Cisco's Call Manager Express in each site (7) across Australia reduced travel expenses and increased productivity between offices by using this system to manage inter-office and conference calls.

Being on the same uniform phone system across the whole company is a huge help, especially as we spend a lot of time interstate.

To save further on travel, we also plan to do video-conferencing between our offices on the same system, which will be another cost-saving. The infrastructure is already in place.

Results

An overall approval from Adshel employees for the 120 handsets (7940 series), fax-to-email service and ability to convert incoming faxes to emails.

Trevor Inglis - Project Manager - Comscentre

This means multiple fax numbers can be used without the cost of additional machines, reducing administration overheads while also saving money on line rental, maintenance and consumables such as inks, toners and paper.

Having the unified phone directory menu within the phone has also improved efficiency, saving the hassle of printing out telephone lists to distribute among staff. With Comscentre's help, Adshel will roll out its fleet mobile system into VoIP, providing further cost-savings. Using a GSM Dialler, fleet plan mobile users will be able to call other fleet plan users free of charge from a wall-mounted mobile phone. The partnership with Comscentre has meant increased network capabilities, significant savings and scalability to meet current and future business needs.

Sam Le Quesne - IT Manager - Adshel

Comscentre has been particularly accommodating, everything I have asked for, whether it be system advice or a more detailed billing systems, all my requests have been met.

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CASE STUDY - MINING

CAMERON Australasia

Cameron strikes oil with Comscentre

Background

Cameron Australasia is a leader in manufacture and supply of pressure control and drilling equipment to the oil and gas industry. After a directive from its US head office to deploy a Cisco Call Manager Solution, Cameron Australasia turned to Comscentre. After competing with Telstra and Macquarie for the contract, Comscentre won the tender with its fully managed service.

Craig Penberthy - IT Manager - Cameron Australia

Comscentre's Cisco Call Manager solution was the best fit. Dealing with Comscentre simplifies our accounts payable process, as we no longer have multiple bills from multiple vendors.

With the Cisco system being rolled out by the company worldwide, Comscentre linked the Australasia arm to its global Wide Area Network (WAN). This allowed offices in Perth, Melbourne, Adelaide, and Sydney to make free VoIP (Voice over Internet Protocol) phone calls to their international offices.

Our US and UK offices are already on the Call Manager System, which means we can use VoIP for free, rather than making a costly international call. We have a lot of international conference calls on a daily basis so this is a considerable saving for the company.

According to Comscentre Engineer - Michael McLean, they wanted a supplier that could do it all - the one stop shop.

Solution

With the company's servers based in Melbourne, a central Call Manager System was rolled out. Cisco's Call Manager Express (suitable for SMEs and branch offices) was deployed in their Perth office, whilst other sites use the Comscentre Remote Worker product to connect them to the Cameron network.

To increase worker productivity, Cameron Australasia also required a Presence server and software, to give users the ability to view on their PCs or IP phones if someone is in the office, at home, on the phone or online.

Results

Craig Penberthy - IT Manager - Cameron Australasia

The speed with which we can communicate now has greatly improved efficiency, i.e. we dial three digits as opposed to eight. The clarity of the calls has also improved. Comscentre provided a professional implementation and the solution roll out went smoothly. It suits our functionality for now and in the future.

The next step for Comscentre is to provide video conferencing from user's PCs. It is anticipated this would further reduce travel times and costs.

Winning a large offshore contract in Western Australia has accelerated expansion in Perth for Cameron Australasia with plans for a Brisbane office to follow. Singapore coming online later this year with Call Manager will give the company a worldwide unified directory.

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CASE STUDY - HEALTH

ECHO SERVICES

Comscentre enhancing an essential service

Background

Echo is a specialist echocardiography diagnostic service based in Western Australia. It offers a non-invasive ultrasound screening procedure using sound waves to diagnose heart problems. Established ten years ago at Hollywood Private Hospital in Perth, the business is now vital to the effective assessment and management of heart disease.

As a growing health provider with multiple sites, Echo Services required a voice and data IP network allowing doctors and specialists to communicate and share case images. Currently, images are collected from their nine sites across Perth and sent back to a central server at Hollywood Hospital for analysis and diagnosis.

Echo had experienced an unstable platform with a previous provider (dial-up dropouts, lost lines and long periods of downtime) resulting in major losses in productivity - they needed a better solution.

Brooke Arnold - Financial Operations Manager - Echo Services

Our ADSL network was archaic and did not have the capacity to meet the group's growing needs.

It is critical to have a reliable framework for interventional cardiology. It can help save people's lives, literally.

Solution

Key to Echo Services enhancing delivery of the company's patented echo technology has been partnering with Comscentre. The move supports planned business growth by connecting health professionals via VoIP (Voice over Internet Protocol) and a stable data network. Echo Services plan to franchise the business with new offices throughout the state and country.

Trevor Inglis - Project Manager - Comscentre

We helped them to configure and size each new office. This meant looking at traffic and ensuring the technology was adequate for future growth. We were employed in a consultancy capacity to advise on making their model suitable for future franchising of the technology.

Not only did Echo Services want a stable voice network, new IP handsets and the ability to call free between sites, they also wanted a centralised 1300 number that would point to head office rather than having separate numbers for various sites.

Drew Freeman - Engineer - Comscentre

We removed network variations to have everything come through their main number.

Reception phones were centralised on the main PABX and a fax-to-email function was added allowing fax distribution to all sites via email from one central number. Echo had been experiencing significant outages. Comscentre's aim was to resolve that down time issue. In installing an IP voice and data network, Comscentre provided a redundant DSL network to ensure the system was bullet-proof and guaranteed up-time.

Results

Echo Services was attracted to Comscentre's one-stop-shop model offering one provider all their communication needs.

Brooke Arnold - Financial Operations Manager - Echo Services believes partnering with Comscentre has given the company 'continuity of connection', helping busy stenographers improve business efficiency.

Stenographers can't do their job if computer systems don't work. So if the system is down, they can't send patients test scans. In the past when the system was down, our stenographers would have to burn the scans to disk and drive to Nedlands (Hollywood Hospital in Perth). When we had multiple providers there was plenty of finger pointing but no one took responsibility. We now have a LAN (Local Area Network) running from hospitals in Mandurah in the south to Joondalup in the north and across to Melbourne, and can direct calls across our network to anywhere in Australia. It has given us a greater capacity to communicate with our customers and has meant we have better utilised staff.

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CASE STUDY - REAL ESTATE

CENTURY 21

Comscentre providing technology tools to real estate

Background

Century 21 Australia is the fastest-growing real estate network in Australasia with over 300 independently owned and operated offices throughout NSW, QLD, NT, WA, SA and VIC. Century 21 Australia operates a business format style franchise organisation offering licensed real estate agents and business entrepreneurs the services and software needed to run every aspect of their real estate business.

Century 21 was in the process of moving a number of its state offices when it partnered with Comscentre. They were looking to install a new phone system and wanted to provide free calls between their state offices across a single data and voice platform.

Paul Mylott - General Manger - Century 21

Comscentre came to the table with a compelling opportunity allowing us to work with their IP phone technology.

Solution

Today Century 21 offices save money monthly on their telephony bills and have increased functionality such as voicemail, unified messaging and rerouted 1300 traffic.

Cisco Call Manager Express and Unity applications run voice and data routers across the organisation. Comscentre also installed manger and executive phones, high-end IP conferencing stations and video-conferencing equipment.

Paul Mylott - General Manger - Century 21

We can talk to other state offices over the internet, which has driven down costs. I can talk to Victoria for an hour for nothing! We also do a lot of conference calls and link up the whole country with one meeting over the internet for next to nothing.

Century 21 negotiated a deal with Comscentre and now offers it as a package to its franchisees, promoting it to all new offices that join the group as well as recommending Comscentre to those offices looking to upgrade their phone system. Mr Mylott said 20 to 30 per cent of the Century 21 group now use Comscentre and are reportedly "over the moon" with the technology.

Ben Shipley - Managing Director - Comscentre

We have been able to extend their functionality across their franchises, and now have a number of Century 21 offices running Comscentre's solution. We also give free calls between the head office and franchises. Century21 has saved money by not having to hire extra staff to run the divergent networks. They recently relocated and instead of that being a major headache it was simple a matter of moving the phones; we did the rest.

Results

Century 21 reports considerable cost-savings in calls and equipment service, support an maintenance.

Paul Mylott - General Manger - Century 21

All together, the upgrade, equipment and call costs are still cheaper than the bills we were paying with our previous provider. The level of post sales and technical support has been exceptional. We are very happy with the arrangement and look forward to introducing Comscentre to future partners.

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CASE STUDY - COMMUNICATIONS

CLEARTEL

Comscentre communitions - endorsed by experts

Background

Cleartel is a communications specialist and technology reseller, providing business customers with access to telephony products including specialised mobile plans, PABX and Cisco IP phone systems and hardware sales.

A Comscentre partner and reseller, Cleartel has strong strategic partnerships with various suppliers and network providers, providing clients with outsourced management and products. With a partnership spanning more than three years, Cleartel has been integral to Comscentre's success, handling product distribution and providing client introductions.

Comscentre's Cisco voice and data IP solution is a Cleartel-endorsed product and the company also uses a Comscentre phone system in-house.

Travis Barlow - Sales Director - Cleartel

We have helped Comscentre to make the product more accessible to the small to medium enterprise market.

Ben Shipley - Managing Director - Comscentre

Cleartel is a partner of choice,, they do the right things by their clients.

Solution

Within its own office environment, Cleartel was looking for an integrated server that would link data and voice under the one network. Given their experience as a communications specialist, Cleartel knows the ins and the outs of the Cisco product and have reportedly been "mostly happy" with the results.

Comscentre installed an ISR 2800 Series Router and Cisco's 7916 IP Phone handsets.

Travis Barlow - Sales Director - Cleartel

For us, one of the biggest advantages of installing the system has been the unlimited local calls. This has increased productivity and given us a greater capacity to do more marketing work without increasing costs.

Results

Cleartel believes the key to Comscentre's success is its personal service model and highly skilled technical and support teams.

Travis Barlow - Sales Director - Cleartel

Post sales support has been sensational. One of Comscentre's biggest advantages over other companies is its support crew. There aren't too many other companies we could recommend for such work.

For a company that can handle data, landline and integration at this level they are exceptional. Comscentre is our number one supplier in terms of the larger clientele and we are happy to give them access to Cleartel's database of customers.

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CASE STUDY - IT SOLUTIONS

HARBOUR IT

Comscentre - highly recommended by IT solutions company

Background

Harbour IT is a national IT service company, specialising in network installations and IT support. Employing more than 80 staff across offices in Melbourne, Sydney and Brisbane, Harbour IT is Australian-owned and managed. The company's main focus is on IT infrastructure management and reporting, providing a range of IT consulting and outsourced services. Harbour IT is also an active user of Comscentre's Cisco VoIP and a spokesperson for the technology, which they sell to their own clients.

Scott Earle - Victorian State Manager - Comscentre

Reseller and partner with Comscentre, Harbour IT wanted to get to know the system they were selling to their customers.

Solution

By partnering with Comscentre, Harbour IT's Melbourne branch gets cheaper call rates, new handsets and a new phone system without a large capital outlay. Comscentre deployed an all-in-one Cisco 2811 integrated service router, provided internet connectivity and 16 ports for the company's 7940 handsets and reception 7960 modules.

Steven Evans - Victorian Services Manager - Harbour IT

We end up spending about the same per month as before but with a new system to boot. We are now getting more for our money - more bang for our buck. We wanted to streamline billing by consolidating the seven different bills we got from various carriers and providers into one bill.

The system has helped improve internal communication as well as our corporate image when customers phone in. The 'hunt group' feature is beneficial, as before phones would simply ring out. Now if someone doesn't pick up they are automatically transferred to another section until somebody answers.

Another benefit is the ability for staff to update their personal phone lists online. Staff simply visit a web site to add and update the phone list stored in their handset. International calls have also been blocked unless staff have an authorised four digit pin number.

Steven Evans - Victorian Services Manager - Harbour IT

This alone has helped reduce our telephony bills by almost \$200 a month.

Results

Harbour IT reports the initial installation was 'seamless' and they were "particularly impressed" with Comscentre's implementation team. Harbour IT's Melbourne office will soon move premises, but thanks to Comscentre they have a system that is easy to relocate.

Steven Evans - Victorian Services Manager - Harbour IT

Comscentre staff were efficient in set-up and professional to a T. Our Brisbane and Sydney sites are on other phone systems but will be looking to roll out Comscentre's Cisco VoIP once existing contracts expire. We will continue to recommend Comscentre to the group and to our customers.

Scott Earle - Victorian State Manager - Comscentre

The nature of their business means they scale up and down as their staffing needs change, so we delivered them a system that will adapt depending on their needs.

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CASE STUDY - MEDIA

RETAIL MEDIA

Where high speed communications count

Background

Retail Media is one of Australia's premier trade magazine publishers. The business-to-business publishing company delivers news, information, statistics, market trends and editorial insight via its publications with a focus on the grocery, convenience store, pharmaceutical, beauty, fashion, events and childcare channels.

In terms of the business-to-business market, Retail Media, with its 8 magazine titles and 3 industry guides, ranks in the top 5 publishing firms in Australia in terms of combined advertising revenue. Retail Media has a committed team of professional journalists, account managers and magazine production staff in offices in Melbourne and Sydney.

Solution

As a busy publishing firm, Retail Media required a VoIP (Voice over Internet Protocol) phone system to improve both internal and external communications. Retail Media was looking to consolidate its lines and simplify its billing structure. Previously the company had used multiple carriers (Telstra for local calls and international calls with Optus), which proved 'costly and inefficient'.

Barry Flanagan - Publisher - Retail Media

We're seeing the benefits of having a VoIP platform with a single vendor we can trust. Call clarity is improved and communication between our offices has never been better. As a news service, journalists rely on having a reliable phone system, as to meet tight deadlines most interviews are done over the phone.

Retail Media also required a reliable data network for its newsgathering and production environments, where internet connectivity is a must. The company's previous ADSL connection was slow and cumbersome with constant dial-up dropouts that limited productivity in what should have been a fast-paced media environment.

Comscentre deployed Cisco's Call Manager Express product, linking the two offices and installed Cisco's 7940 series IP phone, a reception console and conference call facilities.

Results

Retail Media reports that communication across the growing organisation has dramatically improved following the install.

Barry Flanagan - Publisher - Retail Media

Sydney staff can now stay in constant contact with staff at our satellite site in Melbourne by simply dialling an extension. This has driven down interstate phone costs considerably. We also hold regular conference calls in our boardroom for planning meetings and can have our Melbourne staff join us remotely from their desk phone handsets.

Administration has also improved with a fax-to-email service and the company is one step closer to being paperless, saving money on paper and maintenance costs on dated fax machines. Now faxes are distributed company-wide via email.

Our receptionist is now more mobile, thanks to a mobile handset that allows her to leave her desk and still receive and transfer calls from any desk phone within the organisation.

Barry Flanagan - Publisher - Retail Media

Comscentre has helped us to strike the right balance between technology, speed and cost. They have provided us with infrastructure for growth and we look forward to a continued partnership into the future.

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CASE STUDY - AUTOMOTIVE

PORSCHE CARS AUSTRALIA

Comscentre drives car company forward

Background

Porsche Cars Australia is a wholly owned subsidiary of Porsche AG - the Australian arm is responsible for importing and retailing luxury motor vehicles and associated parts from its national headquarters in Collingwood, Melbourne. With global headquarters in Germany, Porsche Cars Australia was awaiting a directive from its parent company before switching from a PABX to a new VoIP (Voice over Internet Protocol) phone system.

Porsche Germany agreed to allow the Australian branch to install and pilot a Cisco IP system as part of its telephone upgrade and major office refurbishment. Porsche offices in Europe currently use Siemens as their standard. The only other subsidiary already using a VoIP system is in Switzerland, where a Siemen's version operates.

Tendered against IBM and Macquarie, Comscentre offered the most cost-effective Cisco option locally for Porsche Cars Australia.

Alfons Salomonsz - Group IT Manager - Porsche

Comscentre helped us to build a case for crossing to Cisco to present to the Germans. However, we would have to run voice and data on separate networks.

Solution

The solution was for the company's local IT staff to configure and manage the network but for Comscentre to install Call Manager and supply handsets and support. The directive from Porsche Germany to not link the voice and data networks has been restrictive. It has meant Comscentre's full suite of functionality such as integration with Outlook (email) or installing Presence software has had to be shelved in the short term.

Trevor Inglis - Senior Project Manager - Comscentre

For installation, we had to work around renovations of the whole site (workshops, showrooms, office space, multi-level car park). It was an ideal time to install a new phone system.

Comscentre provided Porsche with 60 desk phones, 20 wireless phones (7921 model), multiple access points, soft phones, as well as installing Comscentre's Cisco Call Manager product.

Trevor Inglis - Senior Project Manager - Comscentre

We upgraded the wireless infrastructure so all sales consultants have wireless handsets as well as desk phones - to ensure they never miss a call.

Losing a customer mid phone call was a common experience on the previous phone system, which experienced numerous dropouts.

Results

Pending approval from Germany, the Melbourne pilot will eventually become part of a larger network that will connect other dealerships nation-wide and possibly even worldwide.

Trevor Inglis - Senior Project Manager - Comscentre

Melbourne was first cab off the rank on a global project Porsche is potentially looking at doing with Cisco.

With a Comscentre proposal already in the pipeline, the next step is to expand the IP network to Sydney.

Alfons Salomonsz - Group IT Manager - Porsche

Once that has happened, we plan to link our warehouse and training centre in Tullamarine and hopefully in 12 month's time we can link to Germany.

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CASE STUDY - MINING

REGIS RESOURCES

Regis hits pay dirt with Comscentre

Background

Regis Resources is an Australian minerals explorer with gold and nickel landholdings in the eastern goldfields of Western Australia. Formerly known as Johnson's Well Mining, the company engages in the exploration and development of mineral properties. Regis Resources is ASX listed and based in Melbourne, Australia.

Solution

When Regis Resources first partnered with Comscentre it was a start-up mining company, requiring VoIP (Voice over Internet Protocol) voice and data links between its Melbourne and Perth sites.

Ben Shipley - Managing Director - Comscentre

They had no infrastructure but had discovered some exciting deposits. Five years on, their mining operations are now up and running.

The voice and data system needed to be cost-effective, reliable and flexible enough to cater for future business growth. Comscentre deployed Cisco's Call Manager Express, installing all initial infrastructure across both sites.

Ben Shipley - Managing Director - Comscentre

The Cisco system gave Regis Resources the ability for a receptionist in Melbourne to answer Perth phone calls. Melbourne staff could also ring Perth for the price of a local call, which was unique at the time. This meant they could effectively run a single national team during that all-important start-up phase even though they were thousands of kilometres apart.

The decreased travel costs were a huge reduction for a start-up business. It also increased the productivity of Melbourne-based staff by providing unlimited talk time to the Perth office.

Results

Janet Cohen - Finance & Administration - Regis Resources

It has pretty much been a hassle free solution, enabling cost-effective communication between Victoria and Western Australia which is business critical. The Cisco system facilitates good communication between the two locations and decreases the 'silo' syndrome. At no cost to pick up the phone and ring a colleague in Perth we do so more often than we otherwise might - and that means people are working more as a team.

It also helps business relationships and efficiencies with Regis Resources service providers interstate. What would otherwise be STD calls now go through the VOIP router and are the cost of a local call. Regis Resources has reportedly received problem-solving support from Comscentre's helpdesk within 'good timescales'.

Janet Cohen - Finance & Administration - Regis Resources

Our IT support providers work with Comscentre and so when there are issues we have very little 'blame game' and mostly smart solutions. Mind you, the system has been reliable and stable from day one, so we have not had a huge requirement for ongoing support.

Regis Resources is still considering communications solutions for development of a mine site, currently in feasibility study - it could be the next growth opportunity for the Regis-Comscentre relationship.

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CASE STUDY - AGED CARE

CARRINGTON

Comscentre - connecting aged care

Background

Carrington Aged Care owns and operates four Victorian-based aged care facilities - The Mews, Hilltop, The Terrace and The Gables. Founded by the Gunn family over twenty years ago, today it provides premium care for over 200 residents.

Carrington needed to improve communication between its four sites using VoIP (Voice over Internet Protocol), as well as updating its data network. The brief was also for an 'expandable' package to meet current and future business needs, as future sites roll out within the Carrington group.

Peter Gunn - CEO - Carrington Aged Care

We offer a high-end service for self-funded retirees looking for 24/7 care. We provide additional services such as internet at a low cost as well as phone access for residents - this adds to the value package we offer. Our four sites required an integrated system that would save us money via an improved telephony and data VoIP service.

Solution

Previously there were separate phone lines for every room across the Carrington facilities, which meant every time a resident moved out the phone account was cancelled and reinstalled in a new name. This was laborious and inefficient. Comscentre simplified the system's structure by installing the one phone line to the PABX, with room lines as extensions off the PABX.

Trevor Inglis- Project Manager - Comscentre

The focus was to provide residents with an in-house phone system to make external and internal calls. Carrington Aged Care could then re-bill its residents using the Comscentre reporting system, and make a small profit.

Drew Freeman - Engineer - Comscentre

It is a good deal for a nursing home because instead of paying for 50 lines for 50 rooms, they paid for just 10. Carrington could still charge the people in each room their normal monthly rental, making a profit.

Carrington required a clean network - one cable for phone and internet from the one data point. This meant fewer cords under beds and power could also be run across this cable or PoE (Power over Ethernet).

Results

Peter Gunn - CEO - Carrington Aged Care

We are able to offer a better service to our residents by offering data (internet access) through our Comscentre network. We are also saving considerably on local calls by dialling through the IP network.

Staff are happy with the improved phone system. They can transfer calls between sites and our receptionist can monitor who's on which phone - you just don't get that on an analogue system.

Carrington will soon roll out another facility in Camberwell, Melbourne and Comscentre will once again be assisting with installation.

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CASE STUDY - ENERGY

ERM POWER

Comscentre - powers up ERM

Background

ERM Power is an energy solution specialist in Australia's deregulated electricity industry providing electricity generation, wholesale supply and electricity retailing to consumers and businesses Australia-wide.

ERM Power develops, constructs and operates power stations across the country including the Braemar and Oakey Power Stations in QLD; the Kwinana Power Station in WA and the Uranquinty Power Station in NSW. It has offices in Brisbane, Perth and Sydney.

ERM Power works with local communities as well as State Governments to provide competitively priced, reliable and environmentally responsible electricity throughout Australia.

Solution

ERM Power's Brisbane office partnered with Comscentre as the energy company was relocating from the suburbs to a high-rise building in the CBD. The contract also came at a time when the company was expanding from a small office with 20 employees to a staff of 50.

They were looking specifically for a Cisco system to meet the company's growing needs and required equipment to fit out the new premises.

Daniel Gimenez - IT Manager - ERM Power

We wanted Cisco uniform throughout our different departments, and were looking for a Cisco specialist that could supply voice equipment. Comscentre came highly recommended to us.

Comscentre deployed a Cisco phone system, which operates on an ISDN (Integrated Service Digital Network) connection, as well as installed a 2950 Dual WAN Security Router and 7940 series handsets for staff.

The next step for the energy solutions specialist is to switch to VoIP (Voice over Internet Protocol) and use Cisco Call Manager. The plan is to encourage other sites within the group to also cross to Cisco. (Comscentre currently has proposals in place for the Sydney and Perth offices.)

Results

Daniel Gimenez - IT Manager - ERM Power

Overall we are very happy with the set-up and professional service. Comscentre impressed us with its bundled service. They haven't just sold us software but have catered for additional needs such as new connections and data lines and ongoing technical support.

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CASE STUDY - OIL and MINING

OILEX

Comscentre digs deep into technology

Background

Oilex is an independent oil and gas exploration and production company growing from two staff in 2005 to a company with 100 employees. Operations are based out of five offices - a Head Office in Perth, two offices in India and one in Muscat, Oman and Dili. The company conducts geo-technical work with a focus on searching for oil and gas in the prospective basins of India, Australia, Southeast and South Asia and the Middle East.

Solution

Previously on an old digital system, they wanted to make the move to VoIP (Voice over Internet Protocol). Oilex partnered with Comscentre to lay the foundations of a global telephony system.

A rapidly growing company, Oilex chose Cisco because it knew the technology was supported globally and could grow with the company as it expanded. They also wanted to reduce the cost of international phone calls between their offices.

Comscentre provided remote telephony using Cisco IP Communicator - a software-based application that allows users to place and receive phone calls using their PC or laptop. This means laptops can be used as a supplemental telephone when travelling or as a telecommuting device - an option that helps minimise telephony costs.

Michael McLean - Project Manager - Comscentre

We created a solution so remote workers could work from laptops. It's basically a Cisco 'soft' phone (a software-driven PC phone) providing a secure tunnel over the internet back to the office.

One of the managers has a holiday house in rural NSW and has a Cisco phone at his house connected back to the PABX in WA so that staff can contact him free of charge. A few weeks after the install the manager took his laptop to India and was able to make free phone calls from India to his office in Perth.

Comscentre installed Call Manager Express, and deployed 7961 and 7941 handsets, as well as providing additional routing to connect with India and provided SIM cards for the GSM modules.

Adrian Pounder - IT Manager - Oilex

As an IT manager I use the soft phone when travelling and for use when I am in other offices. Being able to talk for free overseas has driven costs down, before we were paying 40-50 cents a minute to call India, where as now it's free. Plus phoning a person via extension wherever they are in the world saves time.

The Indian office could not afford the Cisco upgrade so, with the help of Comscentre, Oilex now has an ATA box (Analogue Telephone Adaptor) with two analogue lines allowing users to plug straight into India's PABX.

Results

Michael McLean - Project manager - Comscentre

Oilex wanted to drive down costs with a new solution ... plus they wanted a solution where they didn't have to pay for equipment upfront (Comscentre's lease arrangement).

The one-stop-shop strategy works well for this customer. Another advantage is that if changes are required we can do it remotely, we don't have to be onsite to do it.

Adrian Pounder - IT Manager - Oilex

The initial rollout and implementation was very good and was completed quickly, within a month we had the system up and running. We have been very pleased with the new system.

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CASE STUDY - FINANCIAL

HOME LOAN CENTRE AUSTRALIA

Comscentre - servicing the mortgage industry

Background

Home Loan Centre Australia (HLCA) is a home loan company that manages the mortgages of more than 4,000 individuals across the country.

HLCA provides mortgage management through its offices in Brisbane and Melbourne, processing residential home loan applications and small business and construction loans.

A major platform in the success of the business is its customer focussed service delivery. Integral to this success is its call centre and new Cisco phone system.

Solution

HLCA was looking to consolidate and upgrade its phone system and achieve cheaper call rates, in particular when dialling interstate, between offices and to mobile phones.

Comscentre installed the networking infrastructure to allow the deployment of a Citrix system across the organisation so HLCA could run disparate offices but have centralised IT. That meant putting a large link between their site at head office and the Comscentre Data Centre in Melbourne.

The Comscentre package included - unlimited local phone calls, capped to-mobile calls and capped international numbers, a comprehensive support and maintenance agreement, as well as internet connectivity. Comscentre deployed its Cisco 7940 and 7960 series handsets as well as conference call phones.

Drew Freeman - Senior Design Engineer - Comscentre

HLCA was looking at centralising its customer service and wanted a business grade network with a redundant path, which would guarantee 100 per cent up-time.

They had branches in other states but Comscentre directs customer service calls to Melbourne using an IVR (Interactive Voice Response) automated menu system. IVR systems are used for organisations with high call volumes to reduce costs and improve the customer experience.

Results

HLCA customer service and call centre staff are using hands-free headsets, making them more mobile. As a mortgage management company, HLCA relies heavily on hardcopy faxes.

Hugh Morton - IT Manager - Home Loans Centre Australia

Staff no longer need to have the phone glued to their ears. We use fax-to-email, and as required print, as well as electronically attaching faxed documents to the database.

HLCA's Sydney and Perth offices recently closed down but Comscentre is assisting to move the leased telephony and network equipment to other offices associated with the company.

Hugh Morton - IT Manager - Home Loans Centre Australia

We have had very professional technical support from Comscentre's helpdesk. Any problems that we have had have been resolved very quickly.

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CASE STUDY - FOOD

MBL FOOD SERVICES

Comscentre serving up for the food industry

Background

MBL Food Services is a food wholesale and retail distributor of meat and bakery products and machinery based in Western Australia. Starting a co-op of butchers, MBL is now a publicly listed company providing the Australian food service industry with everything from knives and seasoning, through to butcher equipment.

Solution

Comscentre partnered with MBL as the company was moving premises. It was apparent the business had outgrown the building and its existing technology. At the previous site MBL had used a digital phone system, which had limited functionality and little scope for expansion.

David Adams - General Manager - MBL Food Services

We moved premises in 2006 from an old building where it was difficult to install new technology to a two-storey site near Perth airport. We literally gutted the warehouse, removing all cabling and an old analogue telephone system, and started from scratch.

We could never have afforded to buy a Cisco IP phone system outright so this was an economical option for us. The system has given us a competitive edge, and puts us one step ahead of the game.

Comscentre provided MBL with a bundled package - the one-stop-shop, offering low capital expenditure for an IP solution, an upgraded infrastructure, as well as the convenience of a managed service.

Without their own IT department, Comscentre was able to provide technical troubleshooting and ongoing maintenance to MBL for the life of the contract. Comscentre deployed 40 Cisco handsets from the 7912, 7940 and 7960 series. The lease arrangement also suited MBL's cashflow requirements.

Nigel Barrow - Sales - Comscentre

Lease arrangements help avoid technology obsolescence and mean the client can upgrade at any time. Upgrading to leased infrastructure has a lot of business benefits for an organisation like this, as instead of finding capital budgets to roll out a new site they can just add it to the existing agreement.

Results

David Adams - General Manager - MBL Food Services

Telesales and reception staff are also happy with the Jaba headsets as it means they are no longer desk-bound and can move between departments.

The system is easy to navigate, call clarity is good, and because it's IP-based we only need one cable - these are just some of the benefits.

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CASE STUDY - SPORT

HAWTHORN FOOTBALL CLUB

Comscentre kicks a goal for Hawthorn

Background

When Aussie Rules football team Hawthorn moved from its traditional heartland of Glenferrie Oval to the Melbourne suburb of Mulgrave, it turned to Comscentre for its voice and data IP needs. Housed within Waverley Park's heritage-listed stadium, the administrative arm of the club required a new network to replace its ageing infrastructure. As a professional sporting organisation, the Club's role includes management of the team's sponsorship, marketing, merchandise and membership. Hawthorn's 65 employees and 45 players also needed a system that could grow with the Club as new sites roll out and new technologies come to market.

Cameron Quilty - Business Development Manager - Comscentre

They knew they had to upgrade, but didn't want to install a system that would quickly date and become obsolete.

Solution

Prior to partnering with Comscentre, Hawthorn Football Club was using multiple carriers - one provider for phones, another for data, as well as a provider to maintain its PABX system.

James Bingham - IT Coordinator - Hawthorn Football Club

What attracted us to Comscentre was the one-stop shop - one company accountable for all those services and just one bill. We got a network upgrade (managed service, training and installation) and all our infrastructure for less than what we had been spending per month.

Hawthorn had been spending up to \$6,000 per month on voice and data, Comscentre reduced that figure to \$4,500. As well as reducing call spend, Hawthorn made further savings by avoiding capital outlay costs via Comscentre's equipment lease arrangement. Comscentre deployed the Cisco Call Manager Express solution, allowing for VoIP calls between sites. This deployment included the installation of GSM diallers - wall-mounted mobile phones allowing free fleet-to-fleet calls between fleet plan users.

Trevor Inglis - Project Manager - Comscentre

Phone calls to mobiles from a landline is a big expense for an organisation this size, but this helps bring the cost down. Staff and players can also use 'soft phones' (PC phones) to make calls into and out of the office over the VPN (Virtual Private Network) for the cost of a local call.

Results

The busiest department for Hawthorn, in terms of phone communication, is its membership section. The technology installed by Comscentre will allow the Club streaming capability and remote communication with players eventually allowing for dialup into the server from laptops as well as to access footage of the game.

James Bingham - IT Coordinator - Hawthorn Football Club

The new phones allow staff to see where people are calling from and allow fast access to database. The phone system also links with Outlook (email), which improves communication with our members. Streaming is in the future, but the capability is definitely there, thanks to Comscentre.

Comscentre has provided Hawthorn with the ability to expand bandwidth (from 2MG to 4MG) for 24 and 48-hour periods allowing for short streaming periods that won't blow the budget.

James Bingham - IT Coordinator - Hawthorn Football Club

Post sales support has been excellent. My enquiries are followed up straight away and an email is sent once a problem is fixed. Comscentre also provides technical troubleshooting remotely and is always only a phone call away.

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CASE STUDY - LOCAL GOVERNMENT

PORT HEDLAND COUNCIL

Comscentre - connecting a community

Background

Port Hedland has a population of 15,000. The local Council provides services that include road and footpath maintenance, rubbish collection, recreation facilities, health services and community events. With an ailing telephone communication system in place throughout the 8 sites - including a civic centre, airport, depot as well as the smaller outposts like the library and aquatic centre - their aging infrastructure and limited capacity for incoming calls was severely degrading the service the council could offer ratepayers.

Nigel Barrow - Sales - Comscentre

Under the previous provider they were paying too much money for unused phone lines. In fact we cancelled over half of their lines, which removed waste and gave a ROI

The current lease with Telstra was ending, disconnection loomed and Port Hedland Council needed were for a VoIP (Voice over Internet Protocol) solution to drive down costs and improve customer service. After an extensive evaluation and tender process partnering with Comscentre and their Cisco IP Telephony System was the economical option and an option that did not include any capital outlay.

Mathew Scott - Director of Corporate Services - Port Hedland Council

Obviously being local government we cannot survive without a telephone system. It was also a month until cyclone season so it was essential we had a reliable phone system in place, as our civic centre is a co-ordination unit and the hub of the local community.

Solution

Comscentre replaced and upgraded the voice and data networks, connected all Council buildings onto the one private network, replacing all handsets with IP phones and creating a unified dial plan. That meant Council employees no longer had to dial an eight digit number but could use extension numbers to connect between offices and talk free of charge.

Mathew Scott - Director of Corporate Services - Port Hedland Council

Council can now offer its constituents faster, more reliable customer service with improved functions such as hold music, call waiting and after business hours voice messages.

The new system allows staff to utilise the conference call function, reception has the ability to redirect incoming calls through the 'soft' console - providing instant recognition of staff members availability - and time efficiency is high because of the Cisco's Click-to-dial feature that integrates with Outlook (email).

Results

By switching to VoIP and letting Comscentre manage the bulk of its infrastructure, Port Headland Council no longer has to worry about an unreliable and slow system.

Mathew Scott - Director of Corporate Services - Port Hedland Council

Comscentre took care of the entire process from installing and configuring equipment through to training our staff and continue to offer ongoing technical support. We anticipate additional cost savings as we no longer need an employee to manage the system in-house. Now we simply phone or send an email to Comscentre and they take care of the rest.

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CASE STUDY - PHARMACEUTICAL

MATCHLAND

Comscentre matches Matchland with VoIP wireless technology

Background

Matchland trades as New Products Development (NPD) - an Australian manufacturer of complementary healthcare medicines, preparing, manufacturing, packaging and distributing products to pharmacies, supermarkets and practitioners Australia-wide. The Matchland warehouse and Matchland processing plant were inconveniently located a kilometre apart, each with a separate phone system. Lack of proximity meant communicating between sites was a costly exercise, an expense that was often conducted via mobile. To keep telephony costs down, the Comscentre solution was - install a wireless IP solution. This meant a single phone system could now operate across both buildings with staff using an extension number to contact colleagues.

Ian Chant - Operations Manager - Matchland

The remote facility now seems so close; the tyranny of distance has disappeared.

Ben Shipley - Managing Manager - Comscentre

It also meant they would comply with the Australian regulations for the production of pharmaceutical products because there were no added wires. This meant real savings for the business in deployment and management..

Solution

The Comscentre team site survey confirmed a line of sight between the facilities that allowed for the installation of wireless technology, site to site. With Comscentre deploying wireless handsets and wireless access points throughout the company, staff were able to work across sites and enable communication between laboratory or factory floor.

Ian Chant - Operations Manager - Matchland

Staff in our warehouse are not desk-bound and tend to move about a lot, so we gave them wireless handsets. Our people could be in the warehouse with something that looked like a mobile phone but had all the functionality of an office phone. Staff can ring internally or externally from this wireless handset, but the majority of calls were of an internal nature.

As well as a new telephony system, Matchland also had data needs.

Staff in our warehouse needed access to a reliable computer system for product distribution (sending invoices, delivery dockets etc). So this is now done wirelessly through the same system. The other advantage is we have lots of wireless access points within our facility, which means we can also wirelessly link into our data system on our laptops from anywhere in the building.

As a result of the Comscentre wireless solution mobility was also improved. When moving office, for example, there is no need for rewiring, staff simply pick up a handset and move.

Results

Installing the new system has enhanced productivity and seen telephony costs almost halved.

Ian Chant - Operations Manager - Matchland

Because our previous phone system was so archaic, functionality has greatly improved. Functions that were not readily available now are such as conference calls or even the ability to leave messages or divert calls. Considering the rental cost of the new system plus the cost of the calls, we are still miles ahead of where we were. Our call costs alone are 40 per cent less.

Matchland also anticipates opportunity for further developing the wireless technology.

We have the right partner for the future, a platform for growth and a blueprint for embracing new technology. Partnering with Comscentre has been a significant leap forward and we have not looked back.

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CASE STUDY - FEDERAL GOVERNMENT

Australian Institute of Family Studies

A department on the move with Comscentre

Background

Based in Melbourne, AIFS is an Australian government statutory authority that conducts research on marriage and family. When the Australian Institute of Family Studies (AIFS) moved premises in 2007 it quickly became apparent that the 15-year-old PABX system would not survive the move.

Melvin Wilson - IT Manager - AIFS

In fact it would cost significantly more to transport and reintegrate the infrastructure at the new facility than the entire system was worth.

AIFS needed to avoid what would have been an expensive logistical nightmare. Comscentre stood out during the tender process by offering AIFS exactly what they needed - one point of call for data, telephony and hardware.

Previously we managed our systems in-house, using up to 13 different vendors for our IT and communication needs. By joining hands with Comscentre we reduced our vendors to just one.

Solution

AIFS wanted a Cisco system that could integrate with a Mac environment, and they wanted it fast. The entire job took just four weeks from start to finish.

As a government department it was important to be WoGTA (Whole of Government Telecommunications Agreement) compliant and that meant instead of leasing they bought the complete infrastructure, upfront. This included soft phones, desk phones, wall-mounted phones and even a security phone for after-hour couriers in the foyer.

It was a brand new office fit-out from desks to partitions. Comscentre planned the rollout deploying the 3825 ISR Integrated Services Router; a mix of 7940 phones, 7970 colour touch-screen phones, 7936 conference phones, as well as Cisco PoE (Power over Ethernet) switches.

Trevor Inglis - Project Manager - Comscentre

It was a completely new site, we managed the deployment minister from cabling to launch by a federal government

With many department staff working on research projects part-time from home there was the need to utilise and provide the Comscentre Remote Worker System.

Trevor Inglis - Project Manager - Comscentre

Comscentre provided a unified communications selection so remote staff were seem to be in the office. If somebody rang and wanted to speak to a remote worker, they would be transferred to a extension in their home without the caller knowing they were not in the office.

Results

When you add it all it up, partnering with Comscentre was a perfect fit.

Melvin Wilson - IT Manager - AIFS

The main value-add was that Comscentre took responsibility out of our hands and project managed the entire job. It meant one less headache for us. Comscentre's technical support staff has been very personable and approachable as well. We were pleasantly surprised during the roll out at how easily things just clicked along.

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