

Case Study



Facility services company implement state of the art telephony solution

"ANS Group have proven to be a worthy and reliable partner. The Cisco Call Manager implementation has been well managed and the quality of service provided exceptional."

Paul Walton, IT Systems Co-ordinator, Premier MSS

Company Background

Premier Manufacturing Support Services (MSS) offers a complete Facility Services solution for the operation and management of industrial locations, even for the most technically demanding facilities. These range from cleaning services to full buildings and plant maintenance. Premier MSS has a staff of 25 at its Headquarters in Warwick and approximately 600 staff spread over various locations in the UK. Premier MSS is a wholly owned subsidiary of Voith Industrial Services who employ over 16,000 people.

The Challenge

Premier MSS were moving head offices to a new site in Warwick and needed a state of the art telecoms system. Having previously resided in a serviced office, Premier MSS needed a new telephone exchange and telephones. All employees at the head office would be using the new system when they moved in.

Premier MSS were fortunate in not having a legacy system in place so there was no need for a system migration. It was purely a matter of making sure the investment in the technology was as future proof as possible. They needed to look at all possible solutions and had the option to adopt any technology they thought would benefit the business.

The Solution

Premier MSS wanted to install an IP solution that was scalable from their network in Warwick to their other sites in Europe. ANS Group recommended that Premier MSS install Cisco Call Manager version 6 Business Edition.

This provided:

- Combined powerful sets of telephony and voice messaging features on a single platform.
- PC integration - click and dial, screen popping for caller ID.



Business Challenges... Technology Solutions

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- Video conference support with PC webcams extension to extension and to Sony Video conferencing system.

The key objectives of the project were to have it installed and operational ready for the staff to use. As well as this, Premier MSS also needed to ensure that their IT resource could understand the system sufficiently to support the end users.

ANS Group had a thorough understanding of Premier's requirements. ANS Group offered complete project management, planned the roll out of the solution, trained the Premier MSS staff and provided professional post sales services. The solution met the objective entirely and the project was completed on time and to budget. It was also implemented with great ease due in part to the amount of preparation work carried out by ANS Group.

Business Benefits

Overall communications are now a lot easier and more cost effective than previously. Key business benefits included:

- Reduced costs
- Greater flexibility
- Integrated video conferencing.

Premier MSS head quarters are the only Voith Industrial Services site in the UK with Cisco Unified Communications. However, they have experimented with putting more phones on their network, at remote locations, namely Coventry, Ellesmere Port, Trollhättan (Sweden) and Trnava (Slovakia). This has been extremely successful, especially with automatic video as part of the call. Premier MSS are now looking at putting Cisco switches and voice gateways at these remote sites, running back to Call Manager.

The next stage is to integrate the Cisco Unified Communications in the UK with that of the parent company, Voith Industrial Services in Germany. This will deliver further cost benefits.

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