



CASE STUDY – Cleanroom Design & Construction Limited (CDC)

Hosted Telephone Solution

Located within the countryside of rural Hagley, CDC operates as a specialist design and build contractor offering bespoke project solutions for sectors that require critical-controlled environments. From biotechnology to food and aerospace, they provide a turnkey service for major refurbishments to modest upgrades including architectural construction and fit out process integration.

The Challenge

Due to their outstanding commitment to excellence which had resulted in an abundance of repeat business the company was expanding. With the acquisition of new office space adjacent to their existing office it was soon realised that the current telephony system was inadequate and did not have the capacity to increase in size without considerable capital investment. The existing Panasonic telephone system and BT lines were restricting the future growth of the business.

The Solution

UK Telco Ltd suggested a hosted telephone voice system that would adequately solve CDC's problem. Initial cabling work was completed over a weekend to avoid any disruption to the business by installing link cabling between the two communication cabinets. An application was submitted to BT to port the existing numbers from the digital lines to the new hosted voice system. BT subsequently issued a port date which saw the pre-installation of POE data switches required to power the new phones and 19 new phones and receptionist console was integrated into the telephony system. The complete project was undertaken two days before the number port date from BT which ensured that the client had no risk of downtime.

The Benefits

The hosted telephone voice system enabled CDC to benefit from HD voice quality and voicemail to email features as standard. Also due to the telephone system being hosted on the internet it resulted in the monthly premium being paid decreasing due to the low call charges and eliminating the line rental charge. Spiro Marcetic, Managing Director from CDC says "the new system is fantastic as we have all the voice functions we require and it was all installed in a matter of days with no impact to the business. All our staff can now talk to each other without using mobiles whilst still having the ability to work remotely. It will enable us to continue delivering a first class professional service".