

COMMUNICATOR

CASE STUDY



ACP is a leading independent airline management company with +150 staff in 15 offices spanning four continents.

WHY WERE THEY LOOKING TO CHANGE?

In May 2007 ACP decided it was time to move its UK headquarters to larger premises and at the same time, update its phone and IT systems but needed minimum disruption to their business.

“We had been working with an IT support company called RW Communications since February and had been impressed with the level of service we received from them. They were already providing us with remote support for our servers as well as desktop support for the more “technically challenged” amongst our staff. When we decided to move offices and review our phone systems, we contacted RW Communications as a company that we trusted, to see if they could take on this additional project.”

Rod Entwistle, Director, ACP

WHY CHOOSE A HOSTED IP SOLUTION?

Russell Whitlock of RW Communications came out to see ACP, visit the new office and discuss their requirements. Russell advised that for the telecoms side, an IP Telephony solution they had recently added to their offering could be the answer to our problems of having staff and offices so far apart.

“The first thing they did was to acquire new ADSL lines for us from BT in a fraction of the time it has previously taken, giving us much better performance on those lines and meaning we could move into the new offices much sooner than we’d thought would be possible”

Rod Entwistle, Director, ACP

HOW DID THE IMPLEMENTATION GO?

RW Communications then visited their new offices to get them up and running with their IT systems and to install the IP Telephony solution. Entwistle was impressed with how the move was executed.

“All of the work to get us up and running and transferred to the systems in the new office was carried out with no disruption to our day to day business and the system has so far been a huge success due to its flexibility and ease of call management. RW Communications also conducted training for all relevant staff so that we were all aware of functions of the IP Phone system.”

Rod Entwistle, Director, ACP