



# NEC ON-PREMISES AND UNIVERGE BLUE CLOUD SERVICES CUSTOMER CASE STUDIES

# NEC ON-PREMISES AND UNIVERGE BLUE CLOUD SERVICES

## CUSTOMER CASE STUDIES

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**EVANS ESTATES, UK** – UNIVERGE BLUE OPENS THE DOOR TO SLICKER CUSTOMER SERVICE FOR COVENTRY-BASED ESTATE AGENTS



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## BOURNEMOUTH-BASED ESTATE AGENTS MAKE THE MOVE TO CLOUD COMMUNICATIONS WITH UNIVERGE BLUE



### MRKT PROPERTY EXPERTS, UK



**"Because of the extra flexibility UNIVERGE BLUE delivers our team efficiency has improved 100%!"**

James Tiller, Operations Director

#### CHALLENGES

Keeping in touch with customers with a highly mobile workforce makes estate agencies one of the more challenging industries for business communications. Operations Director James Tiller explains, "Our clients expect to get hold of us quickly regardless of our location. Our previous hosted system simply wasn't flexible enough and we were diverting calls to our mobiles when we were on an appointment which lacked professionalism. Then when we had two team members 'pinged' and had to self-isolate, home-working became as essential."

**"Our previous hosted system simply wasn't flexible enough and we were diverting calls to our personal mobiles when we were on an appointment."**

#### SOLUTION

To cope with the new demands the team were equipped with UNIVERGE BLUE CONNECT for their laptops as well as mobile clients and NEC business telephones. James says, "The team can now work more flexibly and are reachable on a single number. We can operate from home as if we were in the office and we no longer need to give out our personal mobile numbers."

**"The team can now work more flexibly and are reachable on a single number."**

#### RESULTS

The UNIVERGE BLUE user interface proved a hit with the team and no training was required. James recalls, "The whole team were using it from day one. You can pick it up quickly because it's so user friendly."

**"The whole team were using it from day one. You can pick it up quickly because it's so user friendly."**

Favourite features include the Group Chat function which provide quick internal communications. James explains, "We work on two floors. When a customer comes into the office I can message my colleague to come down to see to them while I'm on a call. The Click-to-dial feature also enables us to call directly from a website which is an excellent time saver. Best of all, we can now work from any location seamlessly and continue to deliver a high standard of service levels to our clients."

**"Best of all, we can now work from any location seamlessly and continue to deliver a high standard of service levels to our clients."**

#### ABOUT

MRKT Property Experts, originally known as Christopher Shaw Residential Ltd was founded in 2007 providing a range of estate agency and property services in Bournemouth and Poole. The company offers lettings, property management and sales.

[WWW.MRKTEXPERTS.CO.UK](http://WWW.MRKTEXPERTS.CO.UK)



A PERFECT FIT FOR MARKETING AGENCY

## EPIC WEB STUDIOS, US



**"As our business has grown, we needed a remote-friendly solution that converges the features of many platforms into one integrated solution – UNIVERGE BLUE gave us that."**

**David Hunter**, Ceo Epic Web Studios

### ABOUT

Headquartered in Erie, Pennsylvania, Epic Web Studios began as a small, single-client web-site development firm, but quickly grew into a full-service digital marketing firm with over five hundred clients in North America and more than sixteen full-time employees.

As the company grew, the need for more unified communications features became increasingly more apparent to David Hunter, CEO of Epic Web Studios. With a growing number of clients and the large shift towards remote working, Epic Web Studios needed a flexible, cloud solution to allow employees to communicate with clients, collaborate cross-functionally and be productive from anywhere, at any time.

### CHALLENGES

David Hunter, CEO of Epic Web Studios explains, "With our on-premises system, our teams were restricted to only using voice and email to communicate. Unanswered calls were forwarded to one general voicemail, and emailing back-and-forth became inefficient as the primary mode of communication."

Before migrating to NEC UNIVERGE BLUE CLOUD SERVICES, Epic relied on various communication and collaboration tools, which was inefficient, costly, and difficult to manage. "We needed a solution that was secure with fully-integrated features so that employees seamlessly could go from meetings to instant messages to phone conversations and everything in between, without needing a number of different accounts and logins," said Hunter.

### SOLUTION

"We chose UNIVERGE BLUE CONNECT (UCaaS) and ENGAGE (CCaaS) because the features were the strongest, the transition was going to be easy, and the price point was extremely competitive," David Explains.

"Working with NEC provides us with the ease and confidence of having our communications and contact center managed by a very secure and dependable provider," says David. "In addition to the excellent 24/7 support service and quick response times, UNIVERGE BLUE offers us a lot of depth when it comes to customization and options."

David Continues, "The deployment was pretty much effortless. When we moved from our on-premises solution to UNIVERGE BLUE we were up and running in a matter of hours, it was incredible."





David adds that his employees were up and running just as quickly due to the platform's user-friendly design. "The UNIVERGE BLUE user interface is incredibly intuitive. Learning the features and applications was a frictionless experience for employees. They were able to be functional and productive right away," he added.

**"We chose UNIVERGE BLUE because the features were the strongest, the transition was going to be easy, and the price point was extremely competitive."**

## RESULTS

Customer Satisfaction is the #1 criterion for success at Epic Web Studios, and UNIVERGE BLUE CLOUD SERVICES has proven itself by passing the test.

"We have seen a significant decrease in the number of back-and-forth emails thanks to UNIVERGE BLUE. Our clients call us directly and we can have one-click video-conferencing meetings with them. We have seen a major increase in our productivity because of UNIVERGE BLUE" explained David.

Since UNIVERGE BLUE, David has seen improvement in how teams collaborate and communicate internally, the robust features of BLUE have helped drive productivity and speed to project completion. Additionally, David notes that UNIVERGE BLUE has

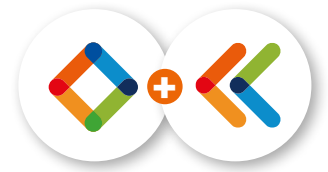
provided sales teams with better insight while prospecting new business, which has allowed them to close more sales

**"Because we were able to provision more users very quickly, we're able to take on more projects, and that has led to the growth of the company."**

Finally, because of its streamlined communication and increased productivity, Epic has been able to scale its business and grow their client base. "Because we were able to provision more users very quickly, we're able to take on more projects, and that has led to the growth of the company, which has been phenomenal recently thanks to UNIVERGE BLUE." David concludes, "I can't recommend UNIVERGE BLUE enough."

"As technology evolves, NEC is always on the cutting edge of new ways of working to make our communications more convenient and secure. This bevy of new features included with UNIVERGE BLUE offers us new opportunities to become even more efficient and productive with our business communications – all at a reasonable cost."

[WWW.EPICWEBSTUDIOS.COM](http://WWW.EPICWEBSTUDIOS.COM)



## CLEAN ENERGY COMPANY SWITCH TO UNIVERGE BLUE FOR SUPERIOR SUPPORT AND SAVINGS

### POZITIVE ENERGY, UK



#### CHALLENGES

Rising fuel prices may be making the headlines but for Pozitive Energy it was business communications that were really costing them. Operating across four contact centre sites based in the UK and India, the Pozitive Group deliver bespoke green energy packages to almost **115,000** business sites. Energy costs for business have never been more critical, so the pressure to maintain high customer experience levels was intense.

Their previous two experiences with cloud telephony vendors proved to be disastrous. Neeraj Bhatia, CEO explains, "The support wasn't even near our requirements with no helpline to call, only email and a five day response time - even when the system had gone down! Plus, we were being charged twice the call costs we were expecting."

**"We were being charged twice the call costs we were originally quoted for."**

#### SOLUTION

UNIVERGE BLUE was deployed remotely to both the UK and Indian sites in stages. Neeraj says, "Having being previously 'bitten' by our previous vendors, we needed a cautious approach of installation, team by team. UNIVERGE BLUE was sufficiently agile to do this."

**"UNIVERGE BLUE was a natural fit for our business."**

"UNIVERGE BLUE was a natural fit for our business" says Neeraj. For unified communications (UCaaS) a total of 258 CONNECT Essential user licences provided **90+** business telephony features,

**"Thanks to UNIVERGE BLUE  
we've increased our team  
efficiency by 90%."**

Neeraj Bhatia, CEO

chat, text messaging, video conferencing, screen sharing, file sharing and file backup for their internal teams. For the contact centre teams 168 ENGAGE Advanced licences provided a streamlined experience for both employees and customers via multiple communication channels.

#### RESULTS

"The integration of UCaaS and CCaaS creates a 'single pane of glass' experience for our teams. Our efficiency has increased by 90%." Inbound and outbound SMS services, which enjoys a **98%** open rate for contact centres, were also a big part of their plans. "We introduced SMS which wasn't available from our previous vendor. We can now communicate with our on-site engineers more quickly and efficiently with instant responses."

Employee experience has also benefitted the team. "It was easy to get started with **80%** of our workforce not requiring any training whatsoever. Our remote workers from different sites all use the same communication tools. We can IM, video collab and share files which makes gets the teams closer and more responsive."

**"We introduced SMS and can now communicate with our on-site engineers more quickly and efficiently with instant responses."**

#### ABOUT

Pozitive Energy was founded by a team of experts in energy and IT. As an Ofgem licensed energy provider they deliver bespoke green energy packages to commercial users. The company ethos is built around smart technology, customer service and competitive pricing.

**"We have lowered our IT admin & costs by 80%"**

[WWW.POZITIVE.ENERGY](http://WWW.POZITIVE.ENERGY)

# UNIVERGE BLUE PROVES TO BE A GAME CHANGER FOR AMBITIOUS NATIONAL LEAGUE FOOTBALL CLUB

## EASTLEIGH FC, UK



### CHALLENGES

"The solution that was in place previously was simply not fit for purpose. Not only were we missing lots of incoming calls, we were also unable to route them through to the correct department. Since COVID, we have staff that now work remotely and from home. The Chairman also wanted to be contactable at all times, especially on away match days. None of this was possible with the system we had in place. We are a full-time professional football club with ambitions of entering the EFL as soon as possible, however, you wouldn't have thought that when calling into the club."

**"UNIVERGE BLUE has lowered our IT admin and costs by 30% and increased our team efficiency by 55%"**

### SOLUTION

"UNIVERGE BLUE is extremely feature rich, but at the same time, very simple and straightforward to operate. It also allows us to make changes ourselves via the portal, which we weren't able to do on our old system."

Within 2 days, we had our old system decommissioned, the new one fully installed, complete with full training to all staff on the business desktop phones as well as the mobile and softphone applications.

The mobile app has changed the way we work completely. Most of the staff at the football club are rarely sat at their desk. They are constantly moving around the site, working remotely or from home. We are now able to get in touch with all of them,

**"The mobile app has changed the way we work completely."**

Alex Pike, Commercial Manager

regardless of location, check their availability with the presence feature, as well have all our calls recorded remotely which is incredible!"

### RESULTS

"We are able to route the calls to the correct department using the auto attendant feature. We use hunt groups when that department is unable to answer so someone can deal with the call, and we can retrieve and call back clients and suppliers using the missed call data. We also benefit hugely from the mobile and softphone applications."

UNIVERGE BLUE has lowered our IT admin and costs by 30% and increased our team efficiency by 55%. Overall our communications have improved 100%."

**"We are now able to get in touch with all staff, regardless of location, check their availability with the presence feature, as well have all our calls recorded remotely which is incredible!"**

### ABOUT

Founded in 1946, Eastleigh FC are based in Hampshire, UK. Nicknamed 'The Spitfires', they currently compete in the National League, the fifth tier of English football, and play their home matches at The Silverlake Stadium with a capacity for over 5,000 fans. They are committed to be at the heart of their community through making themselves accessible, inclusive and affordable.

**"Overall our communications have improved 100%"**

[WWW.EASTLEIGHFC.COM](http://WWW.EASTLEIGHFC.COM)



## UNIVERGE BLUE OPENS THE DOOR TO SLICKER CUSTOMER SERVICE FOR COVENTRY-BASED ESTATE AGENTS



### EVANS ESTATES, UK



**"The ability to follow-up missed calls is easily worth £5k per week for us."**

Richard Evans, Director



#### CHALLENGES

"We are an independent, hardworking estate agents firm and have been trading just over one year. As a new business in a competitive industry, we knew we needed to hit the ground running with our communications. It had to be easy to use as we didn't have time to start training to use it. And as many of our team are on the move – mobility and flexibility on multiple devices were essential."

**"Best of all, the system takes the headache away, so we can concentrate on the job in hand."**

#### SOLUTION

"We chose UNIVERGE BLUE CONNECT with the desktop and mobile app. This gives us a consistent experience for our communications regardless of the users' location. It's a fantastic system that's straight forward to use."

**"It's a fantastic system that's straight forward to use."**

The voicemail-to-email is a favourite feature with the team – it means any missed calls are guaranteed a follow-up as swiftly as possible, which is ideal for our high levels of customer service."

#### RESULTS

"UNIVERGE BLUE has given us the competitive edge we need in this industry. The speed and efficiency we get enable us to manage our customers' expectations around the clock - as a missed call can equal missed business. The ability to follow-up missed calls is easily worth £5k per week for us. We've also reduced our costs with call recording and call charges included as

part of the subscription. Best of all, the system takes the headache away, so we can concentrate on the job in hand."

#### ABOUT

'Evans Estate Agents' mission is to improve the customer experience in buying and selling homes around the Coventry area, by offering the choice of services to best suit their needs.

[WWW.EVANS-ESTATES.CO.UK](http://WWW.EVANS-ESTATES.CO.UK)





## UNIVERGE BLUE CLEANS UP COMMUNICATIONS FOR ECO-FRIENDLY DISPOSAL EXPERTS



### ZERO WASTE GROUP, UK



#### CHALLENGES

"Our business model relies on a large marketing spend with Google which places our business at the top of the page for waste disposal or house clearances searches. To make sure we maximise on profitability, every call needs to be answered.

The previous UC solution was lacking intelligent call routing, reporting functionality and inflexible for remote working. As a result, a large number of calls were being missed with an average order value of £350 each!

**"All of the clever routing is handled in the background so our staff can focus on their jobs and trying to turn calls into sales."**

With only a small team, some of whom work remotely, and our Sales Directors now based in Prague, we needed a platform which could provide them visibility of the team's activity and live information to show the status of each agent."

#### SOLUTION

"Our unique requirements included call routing, call handling plus the ability to call coach, barge, listen to call recordings and see live and historical call statistics – including for all our remote agents. UNIVERGE BLUE ENGAGE from NEC was the perfect solution.

Our agents love how intuitive the application is to use. All of the clever routing is handled in the background so our staff can focus on their jobs and trying to turn calls into sales."

**"Thanks to UNIVERGE BLUE  
we've seen a 33% increase  
in profitability."**

Edward Cain, Managing Director

#### RESULTS

"Thanks to UNIVERGE BLUE we've seen a 33% increase in profitability as we are now speaking to every customer who calls in. With the previous system, by the time we had a report saying we'd missed the call, that potential customer had made a booking with an alternative provider.

**"We've seen increased team efficiency  
by 61% and lowered our IT admin &  
costs by 16%."**

Plus, the instant messaging facility allows us to keep in touch with all of our staff members, regardless if we are working in the office or remotely and without clogging up the phone lines.



#### ABOUT ZERO WASTE GROUP

With a mission to recycle and re-use as much waste as possible – UK based Zero Waste Group have successfully diverted 92% of waste from landfill with over 50,000 customers.

**"All of our agents love how intuitive  
the application is to use."**

[WWW.ZEROWASTEGROUP.CO.UK](http://WWW.ZEROWASTEGROUP.CO.UK)



## ENHANCING PATIENT EXPERIENCE AND EMPLOYEE SATISFACTION WITH UPGRADED UNIFIED COMMUNICATIONS

### MIZELL MEMORIAL HOSPITAL, US



#### CHALLENGES

As the hospital continued to grow and incorporate new services, an ever-increasing load was being placed on the hospital's original telecommunications infrastructure. Mizell's telecommunications system had been operating at maximum capacity, both physically and electronically, for several years.

"Much of the wiring in the walls was as old as the building. The phone server was also at end-of-service/end-of-life. Our phones were failing, but it wasn't the phones, the software, or the server. It was the wiring in the walls. We were having to run new wires to old jacks. We just couldn't continue the way we were," describes Blake Thomason, Network Administrator for Mizell Memorial.

Mizell was looking at an investment of around \$500K to replace and renovate the hospital's old telecom infrastructure, for wiring, hardware, and software. As a non-profit organization, controlling and avoiding costs was always a top priority. However, another concern was how the hospital could continue to grow and expand when all available extension numbers had already been consumed,

and there was no way to systematically add more. Blake describes, "We had less than a thousand extensions, and everything on the existing phone system used so many of them. We were really limited in what we could do. If we needed a phone over here, we had to take a phone from over there and hope that we could free up an IP license to make it all work."

To remain competitive and enable expansion in the future, the hospital was faced with either investing a massive amount of time, money, and energy to overhaul their existing infrastructure or finding a better alternative altogether. NEC's UNIVERGE BLUE CONNECT Unified Communications platform provided the solution.

#### SOLUTION

Mizell chose UNIVERGE BLUE CONNECT based on its feature set, low cost, and ability to scale on demand. CONNECT is a fully integrated cloud-based phone system that includes chat, text messaging, video conferencing, screen sharing, and file management - all delivered through intuitive desktop and mobile apps. The hospital was able to smoothly implement the new system with 174 initial users in just 30 days. This was truly remarkable to Mizell, given the size of their facility and its telecom complexities. With the help of VENSEARCH and NEC engineering support, Mizell was able to quickly overcome analog-to-digital configuration issues and also integrate 57 fax resources, overhead and over-the-phone paging, and a dictation software application. The CONNECT mobile app has been very valuable for Mizell and was an important selling point for the solution.

In addition, the mobile app has provided a HIPAA-compliant platform for Mizell's nursing staff to communicate safely and securely with on-call physicians through in-app messaging.

**"We live in a mobile, connected society, and COVID shone a big bright spotlight on it. We had people that needed to isolate at home, often simply as a precaution, and the mobile app has assisted them in carrying on as usual. It has also allowed our managers, administrators, and physicians to be even more responsive to their staff and patients. They can get a call, voicemail, or email through the mobile app, and depending on their subscription, they can also get a transcript of their voicemails, without being at their desk."**

**Blake Thomason**, Network Administrator

"This has been a cost savings, because we were actively seeking a separate third-party tool that would have been an additional expense, but instead we discovered a compliant solution built right into CONNECT. We have seen a number of our physicians really embrace the app," Blake shares.

CONNECT also provides the hospital with exceptional visibility for maintenance and monitoring. Blake explains, "One of the best parts for me is no longer having to go down to our basement, sit down in front of an aging system, and work my way through a series of screens. Our prior system required so many settings to be just right for our phones to work properly. Now, I can easily reach any settings from my desk through the portal, and changes typically take just a few clicks. System maintenance and modifications are much more intuitive now. They no longer require a deep understanding of our phone system."

Medical staff and other employees have found the CONNECT desktop and mobile apps very easy to install and use. "I'm surprised by the number of people who have downloaded and set up the UNIVERGE BLUE CONNECT apps on their phones and computers and didn't call IT for help. That's a milestone in itself," Blake shares with a chuckle.

He continues, "It's a major undertaking to remove the old and bring in the new. A big consideration for us was also the recommendation of UNIVERGE BLUE from VENSEARCH. I've worked with Wade Brewer since I started with Mizell in 2019. I knew Wade had a high level of expertise in the field, and he expressed absolute faith that CONNECT was exactly what we needed."

## RESULTS

Mizell has seen significant costs savings by eliminating all of their former phone lines and SIP trunks, minus the two hard lines required by the state for their fire alarm system. This alone has covered 85-95% of the CONNECT user subscription costs. "Combine that with the cost avoidance of not having to rewire the entire hospital, and you just can't argue with it. We saved a half-a-million dollars upfront on capital expenditure," explains Blake. Mizell also expects to see ongoing savings by eliminating the need to regularly acquire new phone licenses and having fewer consulting fees related to system changes, because maintenance and adding new extensions and users is now "a piece of cake."

### **"We saved a half-a-million dollars upfront on capital expenditure."**

Mizell is already experiencing the benefits of CONNECT's scalability. They brought up a new clinic in Elba, AL, and the VoIP phones extensions and Analog Telephone Adapter (ATA) devices for the faxes could be easily programmed from the portal. "After programming the devices, I simply drove them out to the location



and plugged them in. It was that easy," explains Blake. There was absolutely no need for long-range planning to accommodate the added telecom requirements.

NEC's UNIVERGE BLUE CONNECT platform has enhanced Mizell Memorial's business communications dramatically and laid a solid foundation for future expansion of hospital services. "I joke about it," shares Blake, "how we went from the basement to the penthouse suite with our phone system, because our prior phone system was literally in the basement in the back of a room full of papers and boxes. With UNIVERGE BLUE CONNECT, we got a brand-new phone system that we can easily manage at a fraction of what we could have spent, while also finding a HIPAA-compliant text messaging solution, enhancing our overall services, and setting ourselves up to be flexible, scalable, and successful going forward. It has been a monumental move forward for us. I think it will be a catalyst for our Board and Administrators to pursue any large, progressive steps with confidence, knowing that wherever they put their foot down the phone system is going to support what they're doing."

## ABOUT

Mizell Memorial Hospital has served the city of Opp, Alabama and surrounding communities for over 70 years. The hospital has grown steadily during this time through the addition of new wings, specialty units, a world-class Wellness Center, a primary care clinic in Opp, and, most recently, a new clinic in Elba. Today, Mizell has over 200 employees who are committed to the hospital's mission of providing quality healthcare with hometown compassion.

Mizell has been an NEC customer since the early 1990s. Starting with NEC's legacy 2000 IVS phone system, they migrated to the UNIVERGE SV8300 and later to the UNIVERGE SV9300, before finally moving to NEC's hosted, cloud-based UNIVERGE BLUE CONNECT platform in 2022 with the help of NEC channel partner, VENSEARCH.

[WWW.MIZELLMH.COM](http://WWW.MIZELLMH.COM)



## CLOUD PLATFORM WITH CRM INTEGRATION SPEEDS UP HANDLING CUSTOMER REQUESTS



### ORLY, NL



#### CHALLENGES

Smooth and sophisticated business communications is essential for pharmaceutical wholesaler Orly Pharma. Every day, the organization receives a lot of incoming calls with requests for medicine deliveries. Communications also plays an essential role when hunting internationally for suppliers that can provide the required medicines.

Functionality and stability of Orly's previous communications platform proved insufficient to efficiently handle present day volumes and facilitate further growth of the business activities. The COVID-19 epidemic with the need for remote working forced the organization in 2021 to make the communications infrastructure more flexible.

#### SOLUTION

Orly Pharma investigated together with Business Partner Telematch the business needs and the various solutions available in the market. Implementation needed to be swift and seamless. NEC's UNIVERGE BLUE Cloud solution came out on top. In addition to the superior functionality of the solution itself, the solidity and stability of NEC and Intermedia, NEC's strategic partner for CLOUD SERVICES, were also decisive factors for Orly Pharma.

The practical implementation by Telematch of the UNIVERGE BLUE Cloud solution with 30 CONNECT ESSENTIAL and CONNECT PRO license went very smoothly and to full satisfaction

**"Thanks to UNIVERGE BLUE CONNECT, we can now do considerably more with the same number of people. Integration with our CRM system provides our agents with extensive information when handling customer requests and makes the entire process much smoother. The excellent reporting also enables us to further fine-tune our processes."**

**Ruud Schulpen**, Head Of Finance

## RESULTS

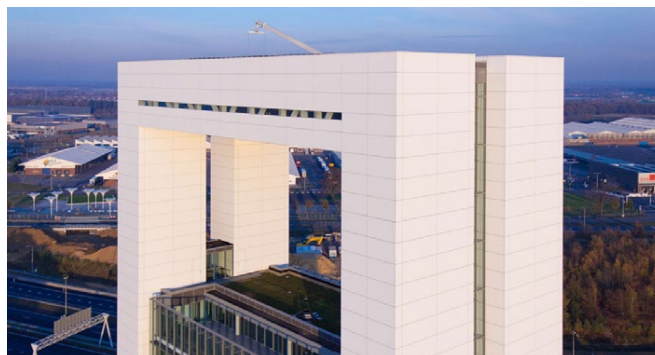
The solution provides the organization with fully integrated, high-quality communications and enables smooth handling of the many incoming calls.

When a known customer calls, the number is recognized and, thanks to CRM integration, the customer enquiry can immediately be handled completely. The agent's screen immediately shows the customer's history with detailed information about any open orders, previous orders, whether there is stock of the requested product or whether it is on order with suppliers and what the delivery date will be.

Only Pharma now gets more done with the same number of people. The two telephone operators Orly previously worked with, have been transferred into the Contact Center and further trained to be part of the rotating teams. Contact Center agents now have time for other matters and instead of only dealing with incoming questions they can now act proactively as well.

UNIVERGE BLUE CONNECT is also an excellent solution for hybrid working; employees are completely flexible in where they work and can, for example, also fully participate in the hunt groups from home.

Only Pharma is also very pleased with the reporting options. It is easy to use and provides insight into how long conversations last on average, how these differ per agent and what can be done to further shorten conversations.



## ABOUT

Only Pharma was founded over 25 years ago and stems from the need to help patients with medicines that were difficult or impossible to obtain in their own country. This can be due to supply issues or because a medicine is simply not available because the country is too small to justify registration. Only Pharma solves this by sourcing the relevant or a comparable product from abroad.

Only Pharma has over the years grown into the undisputed specialist in this field in the Benelux with branches in the Netherlands and Germany. By keeping lines short, Only Pharma can anticipate shortages and upcoming supply problems more quickly.

[WWW.ONLYPHARMA.COM](http://WWW.ONLYPHARMA.COM)



NEC PROVIDES THE PERFECT FIT FOR  
BESPOKE HOME FURNISHINGS COMPANY



## SHIPLEY CURTAINS & BLINDS, UK



**"UNIVERGE BLUE has made  
all our operations easier.  
The whole team are more  
contactable and responsive  
from wherever they're  
working."**

Ann Marie Dalton, Director

### CHALLENGES

The pandemic lockdown presented Shipley Blinds with an enviable challenge of high business levels as the demand for home improvements soared. Their existing phone system couldn't cope with the new high levels of call traffic and a team working from multiple locations including the showroom, home offices and customer visits. Director Ann Marie Dalton says, "It was manic, my phone never stopped ringing, and we had to find something more flexible."

**"It's as easy to use as an iPhone."**

### SOLUTION

UNIVERGE BLUE CONNECT cloud-based phone system (UCaaS) was deployed including over 100 calling features, Team Chat and SMS. NEC business phones were installed in the showroom, remote workers used the Mobile App and homeworkers the Desktop App.

**"Group Chat is more efficient for us than email."**

### RESULTS

Communications within the team were transformed with improved call flow and easier access to mobile staff. Their customer experience also enhanced with a prompter, more professional service. Ann Marie explains, "Now, most of our customers' enquiries can be dealt more quickly, with easy call transfers to the right person first time. As a result, we have less call backs and voicemails to deal with."

**"Our communications have improved 100%"**

Other features have proved an essential part of their business operations. "Group Chat is more efficient for us than email as it gives the team full visibility of the latest customer enquiries and who's dealt with them. We don't duplicate efforts or waste time. It's highly recommended!"



### ABOUT

Shipley Blinds & Curtains Ltd have been installing bespoke furnishings for over 20 years.

[WWW.SHIPLEYBLINDS.COM](http://WWW.SHIPLEYBLINDS.COM)



## HAMPSHIRE-BASED ACCOUNTANTS EMBRACE HYBRID WORKING AND COUNT THE SAVINGS FROM NEC

### STONE OSMOND, UK



**"This extra flexibility has transformed our team efficiency and customer experience."**

Chris Osmond, Company Owner

#### CHALLENGES

As an industry, accountants spend a lot of time on the phone. Stone Osmond were already looking to replace their existing phone system to avoid the ISDN switch off scheduled in 2025. When the pandemic hit further challenges arose. Company Owner Chris Osmond explains, "During lockdown the team were split between the office and working from home. More flexibility and mobility were required from our communications. We were also looking to streamline operating costs."

#### SOLUTION

UNIVERGE BLUE CONNECT was deployed 'quickly and remarkably painlessly' for the team. Chris continues, "Getting started was very easy, just a couple of YouTube videos later we were up and running. The mobile client has proved to be invaluable. We're able to transfer our calls from any location and I no longer need to give out my personal mobile number. Also, the Caller ID feature has proved to be a favourite with our receptionist - seeing who's calling before the call is taken improves our customer service."

**"We've saved over 25% on communication costs compared to our previous system."**

#### RESULTS

Since using UNIVERGE BLUE, Stone Osmond have enjoyed lower running costs. "Being accountants, financials are always important - we've saved over 25% on communication costs compared to our previous system" says Chris, "We're also taking a 'hybrid' approach - we can now make and take client calls from home, in the office, on the road. I can take a call, jump in the car and continue the

conversation. When working abroad I could literally be speaking to clients on the beach! This extra flexibility has transformed our team efficiency and customer experience."

Going forwards, Chris is considering upgrading to UNIVERGE BLUE MEET for the video collaboration capabilities. "We have active subscriptions with a number of providers but getting them all under one umbrella will make a lot of sense."

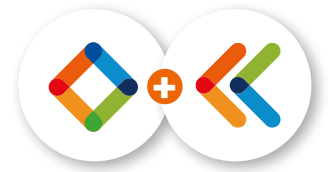
**"We're able to transfer our calls from any location and I no longer need to give out my personal mobile number."**

#### ABOUT

Stone Osmond are a Hampshire based Accountants and Registered Auditors. They have been providing tax, accounting and bookkeeping services to individuals and businesses for over 24 years. [www.stoneosmond.co.uk/](http://www.stoneosmond.co.uk/)

**"We've saved over 25% on communication costs compared to our previous system."**

[WWW.STONEOSMOND.CO.UK](http://WWW.STONEOSMOND.CO.UK)



MOVE TO THE CLOUD TO ENJOY HASSLE-FREE,  
FULLY INTEGRATED HIGH-QUALITY COMMUNICATIONS

## VOORDEELUITJES.NL



**"The move to UNIVERGE BLUE offers our 120 employees many advantages. Besides fully integrated quality communications, the hosted Cloud facility avoids installation and management hassles. I was impressed by the smooth transition to the Cloud. The license structure allows us to easily scale up or down on a monthly basis."**

**Joeri Van Zijl**, Chief Commercial Officer

### CHALLENGES

Growing business volumes required Voordeeluitjes.nl to expand its communication facilities and replace its existing PBX and contact center infrastructure with a sophisticated, future-proof, and hassle-free solution. It was essential that the new solution ensured reachability, 365 days a year, supporting all multi-media communications through website, phone, email, WhatsApp, and chat.

### SOLUTION

Thorough investigation into the company's needs and latest solutions on the market led Voordeeluitjes.nl to NEC's UNIVERGE BLUE offering. NEC's Business Partner SPIE Nederland implemented the 120+ license based UNIVERGE BLUE CONNECT telephony and ENGAGE contact center solution to fullest satisfaction. Intermedia, NEC's strategic partner for CLOUD SERVICES, was also closely involved in the implementation. The solution provides fully integrated, high-quality communications, and being hosted in the Cloud avoids installation and management hassles.

### RESULTS

Thanks to automatic updates, Voordeeluitjes.nl now always has latest functionality and because of the license structure the company can easily scale up or down per month. In addition, employees are fully flexible in where and when they work, regardless of location.

The contact center agents find the ENGAGE Client modern and refreshing, and its management is considered much easier than their previous system. Extensive search, filtering and classification functions enable faster call handling and better fully integrated customer data capture.

With UNIVERGE BLUE service levels can be set very conveniently and user-friendly within 2 minutes. The User Interface is modern, flexible and extremely user-friendly. The screen is clear and offers exactly what is needed. And the Whisper function is also a great addition that allows colleagues to step in during a conversation."

The company's Contact Center Manager is also very pleased with the insight into various parameters that the system offers. For example, it can now assess much better how much time is involved in various activities. The easy up- and downscaling is also a great advantage, since the contact center needs a considerably larger staffing during the busy summer period than in the quieter winter period.

Voordeeluitjes.nl foresees various future expansions, including as an online travel agent handling overflow booking traffic from hotels during peaks or, for example, outside hotel reception opening hours. Further CRM integration, more extensive data enrichment and integration with a Payment Service Provider is also on the horizon.

### ABOUT

In collaboration with hotels, holiday parks and bed & breakfasts, Voordeeluitjes.nl through its brand Voordeeluitjes.nl offers guests attractive and affordable packages for stays at 2000+ hospitality locations throughout the Netherlands, Germany and Belgium.

[WWW.VOORDEELUITJES.NL](http://WWW.VOORDEELUITJES.NL)

HIGHLY EFFICIENT AND MOBILE WORKING  
THANKS TO UNIVERGE BLUE CLOUD



## AQUAMARINA REAL ESTATE AGENCY, IT



### THE COMPANY

**Aquamarina International Home** is an international real estate company dealing with properties of all kinds. The company was founded in 2003 when Geom. Matteo Megale, trained in his family's construction company, decided to make his experience in the construction sector available to customers, particularly with respect to the sale and purchase of real estate.

Today, Aquamarina International Home is present across Italy and in particular in Western Liguria in the localities of Sanremo, Bordighera, in the Principality of Monaco, on the French Riviera as well as in Russia (Moscow).

Aquamarina International Home offers 360-degree real estate services including buying and selling, after-sales support, holiday home search, complete renovations and interior decoration and furnishing.

### THE CHALLENGE

**What was the solution used in the past and what challenges did you face?**

"In the past, we in the office used a solution with a switchboard and conventional lines. Over time that solution turned out to no longer be in step with the present needs of ourselves and our customers. Nowadays we require work to be more and more on the move and to be available from anywhere.

**What are the weaknesses and / or specific reasons that drove the change towards a new solution?**

"The changes in the market have led us to be more flexible. The need for employees to answer all calls, from any workstation, in any place and at any time, has become fundamental to our work. Also, we needed a videoconferencing solution to realize

swift and efficient meetings with our customers. The application needed to allow us to manage condominium assemblies even up to 30 users, with the ability to record meetings, and with support to make meeting minutes, thus making the sessions simple but effective."

### THE SOLUTION

**What solution was provided?**

"We purchased the NEC UNIVERGE BLUE CONNECT Cloud service in order to satisfy our different communication needs and user services."

**Why did you choose NEC's solution?**

"It is a very reliable service without contractual obligations. And we are now always connected and available. All this, combined with the competitive price, ultimately make it a great service that was easy to decide for. We are very pleased with the solution."

### THE RESULT

**What are the operational results with the new NEC solution for your company?**

"As previously stated, we are now a much more flexible company, always connected with our customers and with the market. All employees are always available and can respond from any location thanks to the UNIVERGE BLUE CONNECT application installed on their devices. In addition, our operating times have shortened and we succeeded to be more efficient."



**Geom. Matteo Megale**  
Owner of AQUAMARINA  
Real Estate Agency

[WWW.AQUAMARINAREALESTATE.COM](http://WWW.AQUAMARINAREALESTATE.COM)



UNIVERGE BLUE PROVIDES SUPERIOR RELIABILITY AND EFFICIENT, UNIFIED COMMUNICATIONS FOR ONE OF CANADA'S PREMIER TRANSPORTATION COMPANIES



## CARMEN TRANSPORTATION



### CHALLENGES

Carmen Transportation was initially satisfied with their previous business communications provider but as their renewal approached, they encountered several different problems. The first was that the provider was ending support for Carmen's previous communications solution. Even before support officially ended, the team at Carmen began to notice issues with their phone service; disruptions became more common than they used. Not only that, but it was getting more and more difficult for them to get anyone from their provider on the phone to provide support while they planned for a transition to an alternative solution.

Carmen was also in need of a communications platform that could make it easier and more efficient to route calls between the local, national, and international (US) dispatch groups they have across multiple locations. Each individual dispatcher has a different schedule with varying availability and things had gotten to the point where each of them had to have multiple telephone sets at their desk just to ensure calls were fielded in a timely manner.

"In dispatch, they need the phones working. Otherwise, we don't get loads. We don't move freight and then we don't pay the bills," Tanya, Carmen's HR Administrator and Office Manager, said, emphasizing just how critical their needs were.

**"In dispatch, they need the phones working. Otherwise, we don't get loads. We don't move freight and then we don't pay the bills."**

Tanya, HR Administrator and Office Manager

### SOLUTION

Fortunately, Carmen Transportation had a trusted partner in Ivan Cohen and Smart IP. Ivan had helped Carmen navigate multiple communications migrations in the past and he identified UNIVERGE BLUE CONNECT as the ideal solution to help resolve Carmen's issues.

"Ivan, right away, took over, and got us moving, doing what we had to do to get us up and running as quick as possible," Tanya noted.

By adopting the CONNECT PRO service tier, Carmen was able to take advantage of several critical features like intelligent call routing, advanced hunt group call recording, and real-time agent status. Carmen is now able to establish a workflow where certain dispatch groups can receive calls first and if those groups are unavailable, others can be designated as backups. This ensures that they can answer every call and continue providing the same outstanding service they've offered over the years. Calls can also be recorded and the recording files are immediately sent out via email once the call is complete.

"When I record [a call], it sends me an email and I'm able to file it away – which is nice. So if I have to go back to it, I have that recording of our conversation, say, with a driver, and I'm able to file it away in his file if I ever have to go back," said Tanya.

And each individual dispatcher's status is readily available to administrators so that it's clear which individuals are available any given time.

## RESULTS

Now that they've adopted a cloud-based solution, the team at Carmen can seamlessly switch back and forth between working from the office and working remotely – another benefit that Tanya was keen to highlight.

"When I work from home, it's great! I just log in and it works fine." UNIVERGE BLUE CONNECT has also helped streamline Carmen's communications so that each individual dispatcher now only requires one phone set at their desk. They now have the option of connecting up to three devices to a given individual's phone number, if needed. And while Carmen has modernized their own communications with CONNECT, they also occasionally utilize the WebFax feature included so they can send faxes out from an individual's desktop computer, when needed.

It's safe to say, UNIVERGE BLUE CONNECT has made it easy for Carmen Transportation to spend less time worrying about their communications and more time focusing on what they do best: serving their customers.

[WWW.CARMENTRANSPORTATION.COM](http://WWW.CARMENTRANSPORTATION.COM)

## ABOUT CARMEN TRANSPORTATION

Based out of Toronto, Canada, Carmen Transportation is proud to be a 100% family-owned and operated transportation company since 1985. Over the years, the company has diversified their services to provide a variety of services that serve many different customers, including:

- Local truckload cartage for the Greater Toronto and Southern Ontario region
- Truckload service to and from the Greater Toronto Area and Southern Ontario to select US states
- Truckload service to and from the Greater Montreal and Quebec City areas to select US states
- Freight management services for your North American logistics requirements

Many of their customers view them as not just a transportation company, but as trusted advisers they can count on to get the job done year in and year out as their needs grow and evolve. They're strong communicators and offer a level of collaboration and transparency that's rare in the transportation industry – or any industry for that matter.



NEC'S SV9100 CURES 'MANIC MONDAY' CALL TRAFFIC AND PROVIDES A HEALTHY RETURN-ON-INVESTMENT FOR BUSY MEDICAL CENTRE

## APPLETREE MEDICAL PRACTICE, UK



### CHALLENGES

As with almost every medical practice, Monday mornings were manic with a rush of phone calls and a stream of patients trying to get through.

'The patients sometimes struggled to get through, and when they did it cost them more money as it was an 0844 number which we were tied into,' says practice manager Stephen Leather. 'The staff were also under a lot of pressure.'

Another challenge medical centres face is the importance of business continuity. It was essential the implementation of a new call system within a General Practice environment could continue without interruption.

### SOLUTION

The introduction of a local telephone number and a new and effective queuing system was the answer they were searching for.

**"Call recording empowers staff to have professional conversations knowing that they have a safety net in the background."**

**"The move to SIP technology has saved us well over 50%."**

**Stephen Leather** - Manager of  
The Appletree Medical Practice, UK

The Queuing system of the MyCalls Application Suite allows patients to manage their time more effectively. They are told exactly where they are in the queue, which means they can make a judgement whether to stay on the line or call back later.

Calls are now more evenly spread throughout the day, and staff are able to manage the work load, reducing stress and helping them deal with patients effectively. The previous lease rental agreement was cleared and initially put in 30 exchange lines. This was so that patients could avoid the dreaded busy tone, but this was later scaled down to 15 lines which was more than adequate and saved the practice some money, so that it's clear which individuals are available any given time.





## RESULTS

The NEC MyCalls Call Management system provides the surgery with concise reports on all of their telephone calls, covering everything from call duration to highlighting their busiest times. The reports are emailed to key staff for review and they can also run their own reports on demand.

Proving to be a useful management tool, MyCalls has given the practice evidence they need; 'We intuitively felt we understood the position before, but the new reports gave us real data on which we could make decisions.' This included more support for staff at peak times, which in turn was balanced with reduced staffing levels at quieter periods.

**"We've identified from the MyCalls data what our peak call periods are throughout the week - this enables us to staff them accordingly."**

[APPLETREETHEMEDICAL.CO.UK](http://APPLETREETHEMEDICAL.CO.UK)

Along with the queuing system, management reports and new numbers, MyCalls also records every telephone call. 'There's a real difference in the way my staff communicate on the phone,' says Stephen. 'They now feel empowered to deal professionally with difficult incoming calls, safe in the knowledge that each call is a matter of record and can be played back to objectively evidence what was said.' He adds 'We also use it as a training tool to facilitate better call handling.'

'The move to SIP has made significant savings in terms of line rentals and call charges we've gone from £400 per month to £170 per month saving well over 50%. In fact that saving has been so significant it has covered the cost of the switch to SIP technology.'



## ABOUT

Based in Derbyshire, UK, Appletree Medical Practice is commissioned by the NHS to provide primary healthcare for Duffield, Little Eaton and the surrounding villages. Appletree Medical Practice aims to treat all patients promptly, courteously and in complete confidence, in a safe, comfortable environment.



  
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COMPANIES IN THE WORLD  
(CORPORATE KNIGHTS)



  
107,000  
**TEAM MEMBERS**  
WORLDWIDE



**4,000+**  
CHANNEL  
PARTNERS

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