



## **GCC innova solves Mills' telephony and networking issues plus expand system functionality using the latest Cisco VoIP networking and wireless solutions.**

### **Synopsis**

**The Problem** - Mills CNC Group Ltd was suffering from a telephony system with poor voice quality and reliability issues as well as slow data transfer rates between buildings. **The Solution** - GCC innova were called in as Unified Communications experts with a brief to provide a scalable, reliable and robust system. The solution included a Cisco Unified Communications VoIP telephony system, a fibre-optic high speed data link and a Cisco secure wireless voice and data capability. **The Benefits** - The new solution at Mills' Leamington Spa headquarters provides clear voice communication and fast/reliable data transfer. The new infrastructure platform has not only delivered a 'future proofed' solution, but in the first couple of months has already brought tangible benefits to the business in terms of customer service and operational efficiency.



**Mills Manufacturing Technology headquarters**

## The Background

Mills CNC Group Ltd is the sole UK distributor for Doosan CNC lathes / machining centres and is the UK's fastest growing machine tool company. With over 150 product models in their range the business employs over 65 people of which more than 30 are housed in two office / warehouse buildings at the company's headquarters. A further 30 plus sales and service personnel also represent the company working from remote locations throughout the UK. The existing phone system at the main site was suffering from major performance issues, both in terms of voice quality and reliability. A solution was required to address these issues, provide additional communication functionality and improve the general IT infrastructure.



## The Solution

After completing a business needs analysis, GCC innova proposed an integrated voice and data communication solution for the business which involved:

- Upgrading the company's IT infrastructure with new, high speed Cisco network switches.
- Upgrading the inter-building connectivity by adding a high speed fibre-optic link between the two main buildings.
- Adding a Cisco 2800 series VoIP Unified Communications router that provides full PBX telephone functionality, whilst running on the computer IP network and integrating with Microsoft Outlook. The Cisco CCME 2821 model installed allows up to 48 handsets and fax outlets. A variety of handsets, some with headsets, were provided to accommodate different job roles.
- Installing a site WiFi system to handle both data and voice traffic. A total of five highly secure WiFi access points and a rack mounted WiFi controller installed to encompass the two buildings and car park between the buildings. This not only enables wireless laptop operation but, more importantly, allows on-site service personnel, whilst on a support call using a wireless handset, to move seamlessly around and between the offices/warehouses without interrupting a call.

## The Benefits

The integrated voice and data communication system was installed in October 2008 and since then the business has enjoyed the following benefits:

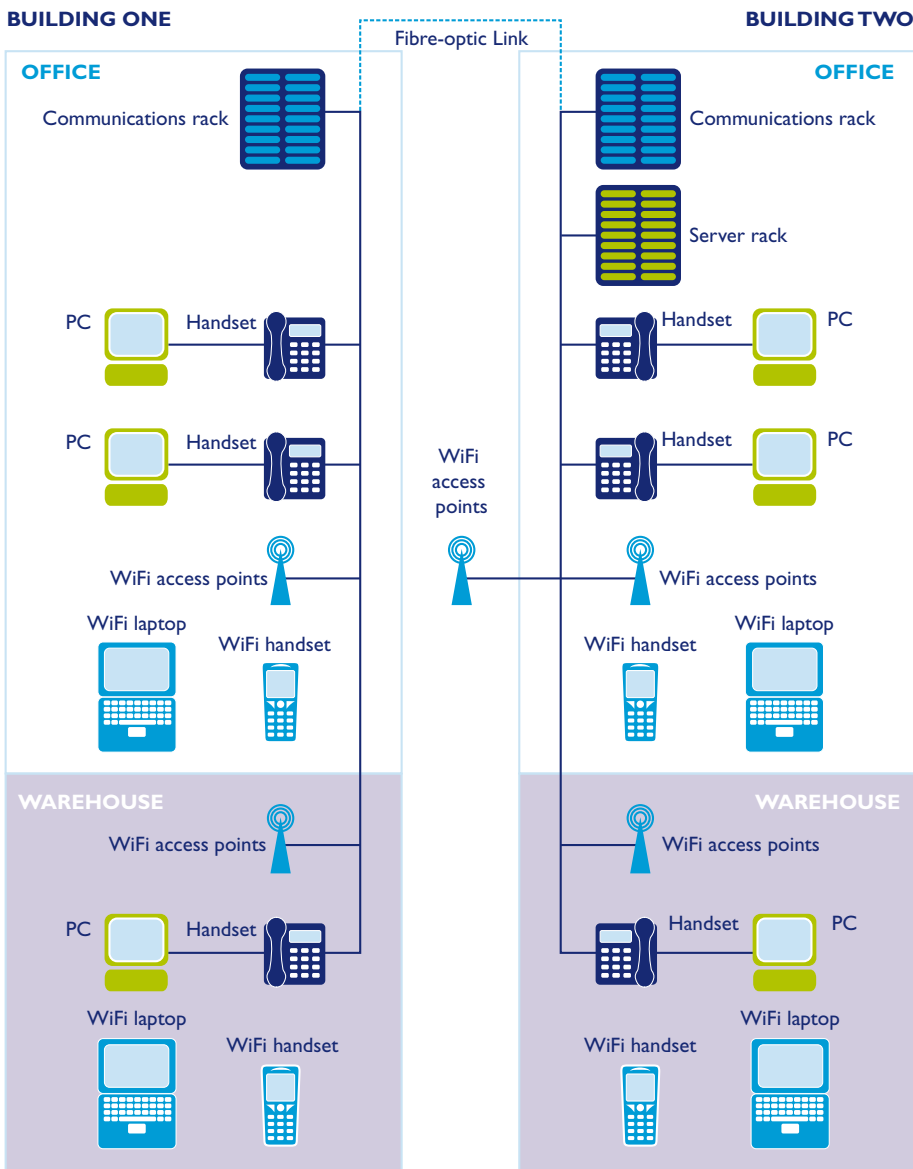
- Improved quality of voice communication (recognised, acknowledged and appreciated by customers).
- Improved employee productivity and customer service by utilising the features of the telephony solution. Examples of this would include:
  - Service engineers being able to 'roam' within the CNC machine demo / warehouse areas whilst on the telephone with customers.
  - All staff being able to utilise Outlook and web pages as a single 'click to dial' productivity enhancement.
  - The 'status' of the user being displayed by utilising 'presence' information, allowing better productivity when contacting work colleagues.
- Enhanced data transfer rates between buildings, resulting in faster PC application response times, improving staff efficiency.
- The 'single source responsibility' approach from GCC innova ensured that the communications and IT infrastructure upgrade project was delivered seamlessly, on time and to budget.



## Project Stages

The Mills project involved the following key steps:

- 1 Business needs analysis and communications scoping.
- 2 Site network upgrade:
  - Inter-building fibre optic link install.
  - IP network, survey, test and extension.
  - Installation and configuration of new Power over Ethernet network switches.
  - Siting and configuration of WiFi voice and data access points.
  - Installation and configuration of telephony system.
- 3 System commissioning.
- 4 Training and handover.



## Integrated Voice and Data Communication Solutions

As voice, video, and data networks have begun to converge more organisations are seeing the value in deploying IP business communications solutions. These include IP telephony, unified messaging, voicemail, customer contact solutions, and audio, video, and web conferencing.

GCC innova offers Cisco technology solutions that include routers, switches, security devices, VPN's, wireless LANs, (WLANs), IPC solutions and the software necessary to integrate each element into a secure, productive, reliable and easy-to-manage network.

The Cisco Communications Manager Express telephony solution utilises IP communications to allow the convergence of data, voice and video solutions on a single (IP-based) network.

*“We had struggled with poor communications performance for some time. GCC innova has provided a single source solution which has not only fixed the pre-existing problems, but also provided enhanced telephone functionality including reliable inter-building phone roaming and an improved IT infrastructure. We are delighted with the installation and would be happy to recommend GCC innova.”*

**Nav Ahluwalia**

Financial Director, Mills CNC Group Ltd

[www.millscnc.co.uk](http://www.millscnc.co.uk)

## Cisco Unified Communications System Functionality

Additional functionality at Mills with the Cisco VoIP Unified Communications solution included:

### Instant messages

Everyone at Mills CNC has secure corporate instant messaging capability. This enables short messages to be passed, efficiently and quickly without clogging up email servers, improving employee efficiency and negating the need to use non-secure public IM systems such as MSN.

### Presence

The use of 'presence' allows every user to see who is available to take a call, regardless of location. Knowing that someone is already on the telephone (or 'in a meeting' or 'at lunch') without having to place the call on hold, saves time and improves customer service.

### Fax handling

All faxes utilise the common BT ISDN30 telephone lines. When the fax gets to the Cisco switch it is separated out and either delivered to the appropriate fax machine or converted to an email attachment and emailed to the relevant person (saving on printing costs).

### Handset configuration

All handsets can be configured to the user. For example at Mills, simple handsets are used in the two unmanned reception areas. These are configured to auto dial the receptionist when the handset is lifted and for security no other functions are available. Some handsets have context sensitive, 'soft'

buttons configured on the handset's colour touch screen to improve employee productivity.

### Voicemail

Voicemail is available (or can be barred) for each extension depending on configuration. Automatic voicemail on the main reception kicks in and turns off each day according to a pre-determined schedule (with appropriate message).

### Inbound call handling

The main reception area handles all calls to the main number, reserve facilities with backup ring groups and strategies are configured to make sure the main number never goes unanswered, which ensures customer service is optimised.

### Power over Ethernet

POE network switches mean that only one network point per desk is required reducing network cabling install and maintenance costs. Each Cisco IP telephone acts as a local hub feeding data to the PC or laptop.

### Integration with customer databases

With caller line identity turned on, all incoming calls are labelled with the callers name improving customer service. The caller database can be incorporated into the Cisco telephone database or in any quality third party customer database such as Microsoft Dynamics.

### Dial from the web

Any telephone number displayed on a web page, when highlighted, requires a single 'click to dial' thus improving user efficiency.

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