

Case Study 4 - Consulting Company

Scenario:

- 100 staff
 - 20 project managers, heavy fax users
 - 80 Consultants and support staff
 - 30 channel ISDN, 200 number range
 - Microsoft Exchange Server
 - Consultants often out of the office

Project Brief

In this consulting company there are 3 main types of staff - Project Managers, Consultants and support staff.

As part of the upgrade to their organization phone system they were hoping to help their staff in the following ways...

Project Managers – It is important for the project managers to keep records of all their communications with clients. This was previously very difficult or impossible to achieve when it came to fax and voicemail communications.

Consultants – Are often on the move so easy access to messages was paramount, previously they had been spending a lot of time to call in to get messages off other staff members or delaying in their message response.

Support Staff - Spend most of their time in front of their PCs and management wanted to unify the messaging onto the PC.

Solution:

The CorriDOR Unified Messaging system was chosen for this project and delivered the following.

The Project Managers now use the full synchronization with CorriDOR and Microsoft Exchange Server to have all of their faxes and voicemails arrive in their email account. This allows them to efficiently digitally archive all of their correspondence and forward it on to relevant parties if necessary.

The Consultants can now receive their voicemails via email when logged on to the network from home and they are able to dial in via the telephone at any time and listen to their voicemails and email messages.

The support staff being office bound rarely use the out of office features of the Unified Messaging but in the office they benefit by getting the voicemails in their emails making it easy for them to see what messages they have, and to manage them (i.e. save or forward). All of the support staff are multi-media enabled so that they can play their voicemail messages back via the PC.

Summary:

The CorriDOR Unified Messaging system has helped to centralize company message management and make sure that messages are dealt with effectively.

This consulting company actively promotes to their clients and potential clients the fact that they have direct in-dial voice and fax numbers for all of their staff. It has become a selling point for their service.