

Supporting businesses across the South East since 1990

Installation of a Hosted Telephone System at Amethyst Group

Amethyst Group is a third party logistics provider with over 30 years supply chain expertise, offering warehousing and distribution services. They have 525,000 square feet of strategically located, shared user warehousing in 6 distribution centres across the UK with their main site located in Staplehurst, Kent.

Key Objectives

- Upgrade telephone systems to provide uniformity across multiple sites
- Reduce recurring telecoms costs
- Centralise user management
- Install a fully-featured system
- Set up fully scalable and flexible solution
- Remove charge from site to site calls with extension dialling

Reasons for change

With multiple sites across the UK including a main site in Staplehurst, Kent as well as sites in Staffordshire and Warwickshire, there was a need to consolidate telephony across the business and to reduce overall expenditure.

Cavendish worked closely with Network Manager, Kevin Maw, who explained that "an important motivation to update the telecoms was to get rid of line rentals and variable call costs and to consolidate it into a monthly charge per user." He explained that Amethyst was "looking for a system that was fully-featured with voicemail and better management as well as one that would reduce our overall costs."

Why Cavendish?

"We were looking for a local provider at the time and we tend to have better experiences with specialist companies dealing in niche products, such as Cavendish."



The Installation

The process began in May 2014 and was completed by July 2014. Complex customer infrastructure required effective project management; regular Project Meetings were held between staff at Cavendish and Kevin to share updates on the install and to offer support and up-to-date advice.

Benefits to the business

According to Kevin, a major advantage of the new system is its user management capabilities: "We can now manage our phones centrally making it easy to change names and configurations." The business has benefitted in particular from the ability to use one geographic number anywhere. He admits that, "it gives us flexibility to change."