

## better communications on firm foundations

### Scottish reseller Network ROI build a winning comms solution for construction consultants Thomas and Adamson

Thomas and Adamson provide award-winning expertise to the construction industry. Via its consultants based at their Edinburgh, Glasgow, Manchester, London, Kiev and Abu Dhabi offices, they offer construction cost consultancy, CDM coordination, project management and building surveying to clients across the UK, Eastern Europe and beyond.

#### the problem

The head office in Edinburgh had an antiquated, hard wired PBX serving 60 employees - posing a number of problems for Thomas and Adamson's IT Manager Graham Maxwell.

Keen to reduce the physical footprint of the system, Graham targeted both the PBX itself and the unnecessary cabling that had pervaded the building.

"We wanted to make full use of the existing data network, giving us the opportunity to do away with a plethora of ancient cabling. In addition, expansion of the business meant that space was at a premium and as a result the existing PBX (with its unnecessarily large form factor of 1m<sup>3</sup>) became an obvious target for removal!"



## Network ROI

Besides this, the old PBX was severely limited in functionality, offering simple call handling and voicemail only – and soaring maintenance costs also provided a particular problem for Thomas and Adamson, who were tied into an expensive contract directly with the vendor.

"In summary, we wanted functionality, flexibility and compactness – things that just weren't available with the previous system," explained Graham.

#### the solution

Having been aware of IP based solutions for some time, Graham wanted to harness the advanced functionality that the technology offered while continuing to take advantage of ISDN based calling. This hybrid solution would then fit in with their future strategy to use VoIP to reduce call costs between international branches. As such, he set about researching current trends in convergence technology and contacted IT systems and support provider Network ROI, also based in Edinburgh.

"The advice we received from Network ROI was invaluable. Their team really understood our specific business requirements and applied their knowledge to suggest a number of ways we could tackle the problem. Based on their recommendation and the excellent value proposition offered by the product, we opted for a VoIPCortex IP PBX."

Network ROI's Managing Director, Sean Elliot, was confident that the VoIPCortex IP PBX would be the future-proof solution that Thomas and Adamson were looking for.

"It was immediately clear that it would be the best fit, providing a comprehensive fix to many of their immediate problems while



*Sean Elliot, Managing Director, Network ROI*

providing a good foundation for more cost effective, efficient communication in the future. Coupled with Snom handsets deployed throughout the organisation, the VoIPCortex Pro IP PBX was the obvious solution.”

## the value

The benefits of moving to the new system were immediately apparent. The scope of the functionality available to Thomas and Adamson employees now extended well beyond basic call management, with users taking advantage of caller display, an integrated phone book and flexible, “access anywhere” voicemail.

“The system offers complete ease of management where I can add, delete or amend user configurations, and the users themselves have control over their own basic preferences. Setting up remote working is effortless, and now we can take advantage of in-built call recording and a 50 way conference bridge without any extra costs. In addition, with no per user license fees the system will be able to support us through our expansion without incurring any needless expense,” explained Graham.

As for the physical implications of moving to the new system, Graham is pleased that he’s finally been able to solve the problem. “The VoIPCortex Pro PBX slotted into the existing network infrastructure. The 1U rack mount form factor freed up a sizeable area of office space and we could make use of the data network – and we were finally able to remove miles upon miles of redundant cabling!”

“Of course, from our initial conversations to the eventual preparation and planning for the install Network ROI’s expertise was crucial to the success of the implementation.”

“With the VoIPCortex IP PBX there are no longer any technological or financial barriers to the uptake of convergence. Advanced functionality is now available to organisations as standard, redefining what organisations expect from their telephone system,” Network ROI’s Sean Elliot added.

## about Network ROI

Based in Edinburgh, Network ROI is a one-stop shop for small to medium-size businesses. They began trading in 2003, focussing purely on providing IT infrastructure and networking products and services, but added VoIP to their portfolio in 2007.

For further information about Network ROI, please visit [www.networkroi.co.uk](http://www.networkroi.co.uk)

Find out more about Thomas and Adamson at [www.thomasandadamson.com](http://www.thomasandadamson.com)



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