



rhm



Case study



Severn Glocon Group plc

A unified approach to global communications

The solutions

- Avaya IP Office 500
- Avaya digital handsets
- Avaya IP DECT handsets
- Avaya USB VoIP handsets
- Avaya Voicemail Pro
- RHM call plan
- RHM lines package
- RHM Mobile tariff and handsets
- Loud speaker system
- RHM Inbound
- RHM Broadband
- Platinum SLA

The benefits

- Ability to adopt new technologies
- Increased flexibility and productivity
- Improved customer service
- Seamless communication across sites and countries
- Single extension list
- One experienced local supplier

Contact us

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Company profile

Severn Glocon Group plc specialise in providing process control valve solutions for the world's industrial markets. Headquartered in Gloucester, the Group has manufacturing centres in the UK, Middle East and India, with application engineers and service support local to all of the key markets.

The issue

With the need to relocate their Group manufacturing Head Office to new premises in the UK, and the expansion of their overseas activities, Severn Glocon Group approached long time communications partner RHM to plan and implement a new communications solution.

The solution would need to support the Group's growing needs and expansion plans. Improving quality of service now while being flexible enough to adopt new technologies in the future; with the added functionality to increase the productivity of the Group's dispersed remote workforce.

The solution

RHM knew the importance the right telephone system would play in the Group's expansion plans – forming the backbone of the Group's communications strategy.

After a detailed survey of the Group's new HQ site RHM recommended the Avaya IP Office 500 system. An advanced and flexible solution that would enable office, warehouse and remote workers to benefit from the latest features and technologies.

For office staff, Avaya digital handsets provide features such as Voicemail Pro and automated attendant – ensuring high levels of customer service are provided even when employees are unable to take a call. IP DECT handsets throughout the warehouse facilities encourage

flexible working and collaboration, with an integrated loud speaker system throughout the building to allow employees to pick up calls from any handset. Remote workers are able to have calls delivered seamlessly to pre-programmed RHM mobile devices through the use of unified communications. While enhancing the productivity of remote workers further with the use of Avaya USB VoIP handsets - providing free calls through the user's laptop or PC over the internet.

This advanced solution, built on a range of new technologies, allows the Group to benefit from a fully integrated system and single extension list. With the introduction of a series of non-geographic numbers - guaranteeing complete continuity of service.

A bespoke RHM connectivity package now ties the whole solution together. By reviewing the Group's individual usage profile, employees now benefit from reduced call and line rental costs, both fixed and mobile, to UK and internal destinations, with secure, fast RHM Business Broadband providing always on connectivity.

The final solution has surpassed the Group's requirement for quality and service, with the added reassurance of the RHM Platinum Service Level Agreement, a local team of experienced engineers and regular account reviews to discuss any future requirements. Severn Glocon Group are now keen to rollout the communications strategy used here in the UK to the remainder of the Group's locations worldwide - providing a truly unified approach to global communications.

“RHM have enabled us to say at the forefront of our industry. Providing all staff with the features they need to help grow the business further.”

***Rob Green, Operations Manager
Severn Glocon Group plc***