



Case study Weatherseal



Building a solution for growth using RHM Office

The solutions

- RHM Care Platinum
- Project managed installation
- Close collaboration with BT
- ISDN30
- LG IPLDK 50 switches
- BTnet eqIP
- OAK CTI system
- BT Business Plan

The benefits

- Rationalised telecoms estate
- Savings on call costs
- Lower support overhead
- TPS compliance
- Single point of contact
- Dedicated Platinum 0845 number
- Improved service response levels
- Improved efficiency and resilience
- Enhanced productivity
- Better customer service
- Business continuity

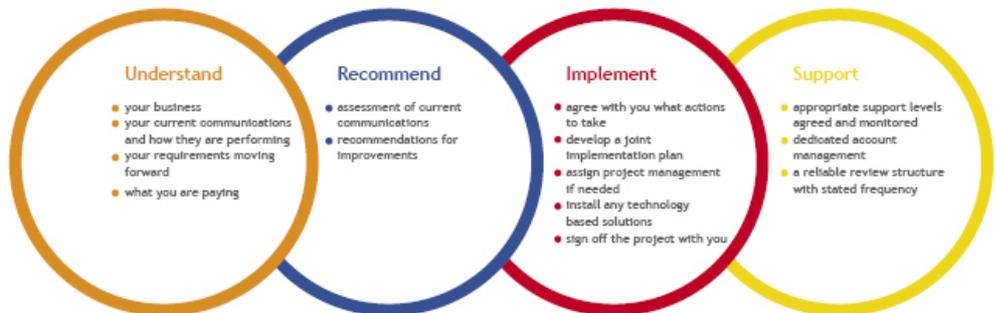
Company profile

Established in 1961 in Bolton, Weatherseal has grown to more than 20 sites across the UK. The firm is the UK's longest established window company, with an annual turnover of around £30 million. It has been awarded ISO 9002 for the integrity of company procedures. Weatherseal maintains a 24 hour customer care line and prides itself on providing products of award-winning quality and value, with the service needed to back those products up.

In short, a communications legacy that had built up over many years no longer met Weatherseal's growing communications requirements and was proving an obstacle to business plans.

Understand

Investigation of the existing estate included a detailed study of costs and a careful analysis of the specific business and infrastructure issues faced by Weatherseal.



The issues

Rapid growth, especially after 1991, meant that Weatherseal had worked with a range of different technology partners.

Billing issues with the existing telecoms carrier were a problem. Through rapid growth and acquisition Weatherseal needed to regain an accurate inventory of their overall telecoms estate. Industry codes of practice were a priority, especially compliance with TPS rules.

Recommend

RHM made a number of recommendations, some designed to achieve cost savings and others designed to deliver the required levels of functionality and compliance.

Implement

In partnership with BT, RHM installed a new BT network offering more than 900 telephone lines. The timescale was just eight weeks. Installation went hand in hand with a brand new inventory, listing



“We have found a partner in RHM that understands the way our business operates, and our need for reliable communications.

RHM has provided a solution that addresses our needs now while having the flexibility to cope with our growing requirements.”

Alex Scott, Purchasing Manager – Weatherseal

every line, every telephone and precise costs for each of the firm’s 23 sites.

ISDN30 was implemented to cope with Weatherseal’s growing voice requirements, while LG IPLDK 50 switches ensured enhanced productivity savings.

To give Weatherseal the best possible deal on call costs RHM set up a £300,000 BT Business Plan calls contract with call centre option.

Legacy issues presented a particular challenge thanks to the number of sites involved and compliance issues. RHM installed an innovative solution that

Each call is screened real-time against the TPS database. This guarantees that no TPS-registered telephone numbers will be called.

The solution also delivers remote monitoring and alarm management of the servers.

Support

RHM Care Platinum was recommended - providing Weatherseal with a proactive and personalised service support package. Ongoing support is now being provided at levels that deliver effective account management and a smooth transition from the implementation phase.

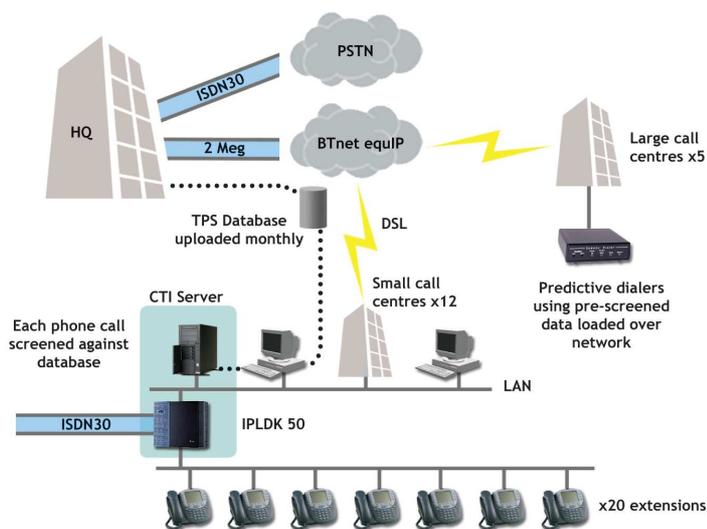
Benefits

Weatherseal now enjoys a single point of contact for any network issues, a dedicated 0845 number and reliable, structured response times. The necessary technical and service support teams are located across the UK and able to reach any of the company’s locations.

improvements to call costs have been impressive, with competitive pence per minute rates and 90 seconds of free initial call time for their five large call centres.

Weatherseal’s IT managers have remote access for managing the solutions, and an accurate up to date database of their inventory for their entire telecoms estate.

The new solution is delivering far higher network efficiency and resilience and ensuring business continuity. It has also created a sound platform for future changes and growth.



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would allow TPS data to be uploaded to the company’s servers using BTnet equip. The IPLDK phone system was integrated with OAK servers via CTI to provide a professional call centre solution in 12 sites around the country.