

Case Study

Special Treats Embrace Technology Upgrade



Special Treats is a film production company based in London. They have an exceptionally skilled team that produce projects to meet the needs of many high profile clients and have worked on huge blockbusters, such as the James Bond and Star Wars franchises.

Special Treats was using a Toshiba CIX100 telephony platform which, although working well, was starting to become dated. After notice from Toshiba that they were withdrawing from the UK market the company took the opportunity to look into new telephony solutions.

Their progressive attitude towards technology meant they were eager to embrace functionality that could add real benefits to their business. All the staff work on Apple computers so communications applications had to be compatible with their core IT infrastructure. They also needed a product supplier that was committed to the marketplace, with a progressive approach to future communication developments. It was also important that the handsets were aesthetically pleasing to fit in with Special Treats high-end, dynamic brand.

Solution

Special Treats moved onto our hosted Mitel platform, fully-managed and supported by our own in-house engineers.

On-site, Mitel 5360 handsets were deployed. These top of the range IP phones have a large touchscreen display with 48 programmable, self-labelling keys and extensive support for accessories and applications.

Senior staff opted for a Bluetooth handset that allows them to move around the office whilst on a call offering complete mobility.

We also installed MiCollab, a software application for a user's mobile phone, tablet or computer (PC or Mac) that includes an instant messaging platform and click-to-dial features. MiCollab comes with presence management which provides colleagues with the information to choose the most appropriate method of communication-based on a colleagues status. For example, in-meeting, on a call or at lunch.



Connectivity for Business

vslgroup.co.uk

0800 093 3000

The MiCollab application allows staff to connect with colleagues and customers whilst out of the office improving and empowering the mobile worker too, especially important for a production company such as Special Treats with a varied workforce.

During the system installation, our engineers visited the site to ensure a smooth transition from the old system to the new Mitel Hosted platform. We also moved their 150-speed dial library onto the new platform and MiCollab application so that all users had their contacts to hand immediately, which generated an excitement and engagement amongst users of the new applications from the start.

Training was also provided to staff so that they could optimise all the features of the new handsets and system and live tweaks to programming were made by the engineer on site during this time.