



CUSTOMER

Julia Ross

CASE STUDY

IP Telephony

Julia Ross recently re located to new offices in Harcourt St, Dublin.

As the pre-eminent provider of temporary, contract and permanent recruitment services throughout Australia, Asia, New Zealand, Ireland and the UK, **Julia Ross** needed a new telephone system which was easy to manage, expandable and cost effective.

With a very strict "No Voice Mail" policy in Julia Ross providing a quick response to customer calls is very important. Avaya technologies ensure that employees never miss a call. They can receive calls on any device, mobile or laptop using the same office phone number.

Customer comments

"All information Technology and Telephony (ITT) is handled by Infinite" says Maria Jones (Operations Manager UK and Ireland). When it came to moving office she turned to Michael Corr. "I trust Michael – his advice and recommendations work for us. They needed a seamless transition. Infinite staff came in over the weekend and worked late. Everybody was up and running on Monday morning".

On the new telephone system – "In the old system when we needed to add new users we had to rewire and sometimes add very expensive cards. Now it's straightforward – adding phones is far easier and less costly".

"The enhanced capability of the new system will give improved customer responsiveness. Overall we were very happy with the advice to install an Avaya IP phone system".

Avaya IP 500

Avaya IP Office is an intelligent communications solution specially designed to meet the communications challenges facing small and mid-sized businesses. It addresses basic telephony needs, leverages built-in convergence capabilities, and capitalizes on the robust unified applications to deliver intelligence to users and customers.

Any company looking to invest in a new telephone system should consider a system that has the scalability to grow the company and take advantage, productivity and cost savings that an IP telephony system brings.