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State-of-the-Art Communications Help Mersen Streamline Service Delivery

Focus Group helps a global expert in electrical power overcome a major telephony challenge.

Mersen needed to get a new system up-and-running in a matter of days.



Challenge

Mersen UK employs 150 staff who operate across three sites, Portslade, Holytown and Teeside. They also have a number of field based staff who require access to the telephone system for communications and to support remote working. The existing telecoms infrastructure was effecting Mersen's operations and a solution to operate more smoothly and efficiently was required. Cost efficiency was also key to this development.

Historically, Mersen UK was using multiple Telecoms providers across the sites. Focus Group (Focus) demonstrated the benefits of using one provider which led to Mersen moving all its telecoms infrastructure to Focus.

Following a review, it was identified that the expanding business needed a more robust, feature rich and efficient disaster recovery plan in place for their telecoms. In addition, an upgrade on handsets and conference phones was introduced.

“The move to consolidate our telecoms solution from one provider and to a cloud hosted system was imperative for us to achieve cost efficiencies and a seamless process for when things do go wrong.”

Karl Owens,
Head of IT at Mersen UK



The Solution

Following Focus' recommendation, Mersen had Focus Horizon installed with Polycom IP VVX410 Handsets, BT IP67 DECT Handsets and multiple conference phones.

This solution enabled the business to build an enhanced disaster recovery plan. A review of its inbound calls to multiple sites enabled staff to be managed more efficiently, bringing all sites and users onto the same platform. The implementation of DECT handsets was introduced at the Holytown site to allow engineers to move freely around the site.

The Results

Focus delivered a unified communications platform which resulted in improved staff communication. Enhanced inbound call management has led to improving customer experiences and ensuring calls are routed to the correct person/department. The enhanced disaster recovery solution ensures that all sites can remain operational in the event of a power failure or network outage.

“Focus Group delivered a professional service where minimal disruption to work was received. I’m pleased to say Focus now provide our Mobiles, Print and IT equipment too.”

Karl Owens,
Head of IT at Mersen UK

