


CASE STUDY.



SAVILLS CONTINUES WORLD LEADING SERVICE TO CUSTOMERS WITH THE HELP OF AZZURRI.

With its existing telephony system coming to the end of its natural life, Savills needed an effective, reliable solution to ensure it continued to provide top-level service to customers. With the adoption of an IP communication solution from Azzurri, Savills has enhanced its communications across its UK-wide network, improved service and reduced its costs.

Founded in 1855, Savills is a leading international property services company with a full listing on the London Stock Exchange. It offers advice on commercial, rural, residential and leisure properties. Other services include corporate finance advice, property and venture capital funding and a range of property related financial services. With over 160 offices world-wide, Savills is one of the leading international property advisors. A unique combination of sector knowledge and entrepreneurial flair give clients access to real estate expertise of the highest calibre, across the UK, Continental Europe, Asia Pacific and Africa.

Savills distinctive collegiate culture and highly motivated staff ensure they are committed to getting the very best results for their clients – every time.



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“The project has been a complete success and the team at Azzurri worked tirelessly to ensure that deadlines were met and everything ran smoothly. We are looking forward to a long and growing relationship with both Azzurri and Avaya.”

Steve Brookes, Technical Operations Director, Savills Plc

Overview.

Name:
Savills Plc

Area of operation:
International Property Services

Founded: 1855

Number of employees: 3,000

Customer since: 2004

Key technology:
Avaya S8700 media server with
Avaya 3616 WiFi phones

Categories:
IP Technology

Key benefits:

- Resilience
- Reliability
- Improved customer service
- Efficiency and flexible working through improved workforce mobility

www.savills.com



t: 0844 324 0000
e: findoutmore@azzu.co.uk

www.azzurricommunications.com

Challenge.

Savills provides a high value service to customers from 08:15 to 18:15 Monday to Saturday, so the ability to answer calls in a timely and efficient way is vital to the business. As its legacy Siemens ISDX communications system was coming to the end of its natural life, Savills began to experience reliability and support issues which drove the company to reassess its communications needs.

Savills was faced with the choice of simply replacing the existing switch with a like-for-like TDM switch, installing an IP telephony network or creating a hybrid solution. With so many options and vendors available, Savills employed an independent telecoms consultancy, IT-EM, to review the marketplace and recommend the best way forward for the company.

Solution.

Savills considered that a full IP Telephony solution was the best option to meet its business requirements. The technology includes business communication features such as call forwarding, conferencing, unified messaging and other applications – to enhance the capability of their communication network and reduce costs. “We perceived that if we progressed with a TDM or hybrid switch now, we would end up replacing it again in three to five years time anyway,” says Steve Brooks, Technical Operations Director at Savills Plc. “We quickly identified the short and medium term advantages of upgrading to IP telephony immediately, including the ability to futureproof ourselves for further planned expansion.”

In response to the tender, we proposed implementing the Avaya S8700 media server to run IP Telephony across each office. “When it came down to functionality and reliability, the Avaya media server was by far the best fit for our requirements,” continues Brooks. “Additionally, the implementation team from Azzurri gave us every confidence that they would deliver on their promises from our very first contact with them.”

The implementation was thoroughly planned in advance as Savills wanted to complete the installation over a weekend. All eventualities and contingencies were considered, ensuring that enough resources were on hand to complete the task should any issues arise. Our project management team ensured every aspect of the implementation was tightly controlled and that the weekend-long project did not impact the start of the following working week.

The main success criteria was that the system worked when it was switched on. To this extent, the implementation was successful, but it is the wider benefits that are of interest to the IT department. Brooks continues; “Our users simply expect to pick the phone up and make a call, or for the phone to ring and they can answer it. Anything over and above that is a bonus to them. Also, the ability for our employees to easily move desks, without the extra hassle of having someone physically changing phone connections and repatching is a real benefit to us and saves us a lot of time.”

Results.

Savills now possesses an incredibly reliable communications infrastructure and has increased confidence in the service it can provide to customers. The company now has its communications switch housed in its computer centre which has the additional support of disaster recovery capabilities with a standalone generator and an uninterruptible power supply.

IP telephony has enabled Savills to create a “virtual working environment” where users can access information from anywhere. This means staff can move freely between offices and access all the services available regardless of location. It also provides a familiar look and feel at every desk, making the system easier to use, and reducing training requirements.

Savills has a number of ‘mobile’ employees, such as admin and IT support staff, who are required to leave their desks for long periods of time. In some instances, employees prefer not to use mobile phones and signal coverage is sometimes patchy. The Avaya media server enables these staff to be reached using their regular desk phones, which are Avaya 3616 WiFi phones that can be carried with them when they are on the move.

“Customer service is key to us, so having resilience and improved integration with our IT systems will ensure that we can deliver an exceptional level of service to our customers. The Avaya S8700 solution from Azzurri provides us with all of this, plus it has the scalability that we require for our future growth plans,” says Brooks. “The project has been a complete success and the team at Azzurri worked tirelessly to ensure that deadlines were met and everything ran smoothly. We are looking forward to a long and growing relationship with both Azzurri and Avaya.”