

HIGGINS GROUP

3CX PHONE NETWORK



BACKGROUND

Higgins Group's incumbent (CISCO) telephony system had been installed in 2008 but was proving inadequate for the Group's growing employee numbers and more sophisticated communications needs. In short, it was coming to the end of its life, and was also proving expensive to maintain as time went by. As the issues with the existing system became more acute, Higgins Group commissioned Transputec to provide a recommendation for a more compelling and effective solution.

THE CLIENT

Higgins Group is one of the UK's most successful private companies, (with a turnover of around £230m) with its operations split primarily between the New Homes and Construction Industry sectors. Higgins Group's HQ is located at Debden in Essex and is housed in a cutting edge contemporary building that it constructed itself. The Company operates largely in the South of England with a total of some 400 employees spread throughout the organisation.

BUSINESS CHALLENGE

Higgins Group HQ's CISCO telephone system had been installed in 2008 (replacing the original BT system), but as the company grew the network was unable to keep pace with demands made upon it. Maintenance costs were rising swiftly as original parts supply was dwindling to become non-existent and the 'mini-exchange' hardware was proving complex and difficult to repair. Landline communications had moved on dramatically since 2008 and the Group wanted to make sure any updated system had the flexibility to move forward. This required consultation with external specialists who could provide an objective recommendation.

OVERVIEW

The need

Higgins Group approached Transputec for help and advice about a replacement phone system for their outdated and expensive network. The company wanted a trusted recommendation and installation support for an upgrade that would reduce maintenance costs and stand the test of time.

The solution

Transputec audited the existing system, made recommendations and then worked with Higgins to implement an appropriate telephony solution using the Windows-based 3CX exchange system.

CHOOSING TRANSPUTEC

Group Services Director, Martyn Waller, had prior experience of working with Transputec and in early 2015 asked it for an assessment of Higgins Groups' telephony needs along with a recommendation for a potential replacement system.

PROCESS & RESULTS

Transputec was briefed on Higgins Group's need for a telephone system that incorporated flexibility and low maintenance along with swift and simple installation. Many replacement options the Group had considered previously seemed to be expensive and not particularly suited to its needs.

Transputec, however, answered the brief with a recommendation for a Windows-based 3CX exchange system. The 3CX was competitively priced and able to be installed by Higgins Group's own team with supervision from Transputec's Case Officer over the course of two months. 3CX was trialled by limited users over a three week period before the whole system went live in October 2015. The 3CX's lower running costs have already resulted in some 60% savings over the previous system and will also allow for an easier upgrade if and when required.

RECOMMENDING TRANSPUTEC

Higgins Group's previous high opinion of Transputec has been borne out by the results of its work on their new telephone system and they plan to continue to work with Transputec on further projects going forward, with no hesitation in recommending Transputec to others.

THE FUTURE

Higgins Group is working towards integrating a 'soft-phone' facility with its 'hard-phone' system to allow landline calls to be routed direct to mobile handsets for convenience and features such as 'video calling' between sites and headquarters.

The benefits

- Windows based software PBX is much easier to manage than an appliance solution.
- Applying OS patches to ensure security is quick and easy for system administrators.
- Upgrading to a new version is a simple automated process of 5/10 minutes.
- Software based PBX can run on an existing server, saving on hardware cost and energy consumption.
- Easily provision and manage gateways, trunks and IP phones.
- Slash PBX and telecom costs.
- Easily manage extensions, PBX features and phone lines.
- 3CX scales easily to more than 1,000 simultaneous calls per server.
- Easy integration with business applications for increased productivity.

QUICK FACTS

Company Name	HIGGINS GROUP
Partner chosen	TRANSPUTEC
Industry	CONSTRUCTION/NEW HOMES
Company Size	400 EMPLOYEES
Location	HQ DEBDEN

“What always impresses us when working with Transputec is the responsiveness of its people - it is hard-wired into their DNA.”

*Martyn Waller
Higgins Group Services Director*

WHY TRANSPUTEC?

- We understand technology.
- We are innovators.
- We provide all you need in one place.
- We are flexible.
- We are international.
- We are established leaders.



TRANSPUTEC'S PEDIGREE

Founded in the mid 1980's, we have the trust of prestigious UK clients including the Ministry of Justice, Samsung, Danone, Camelot and Chubb Insurance.

We also have international clients including Swissport, Westpac and Mitel.

Our vertical sector experience and knowledge covers banking and finance, media, third sector, technology, retail, SMEs and health care.

From initial assessment to delivery of turnkey solutions and day-to-day customer care, our experts provide hardware, software and professional services and ensure they are a perfect fit.

We believe in **flexibility, quality, agility**. We see this simply as the ability for us to grow our services as quickly and with the speed our clients expect, whether they are enterprises or small/medium sized organisations.

We create value, by translating complex technology into convenient productised services delivered by skilled and responsive people.

Our mission is to help our customers solve their business issues with clever IT.

TRANSPUTEC

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