



B & M delivers VOIP telephone system and voicemail across multiple European sites for a global telecoms organisation

B & M was asked by a global telecom organisation to source and implement a Voice over IP telephone system and new IP-based voicemail system for sites in the UK, France and the Netherlands.

The system was designed to replace an aging PBX, which failed frequently and which did not support practices such as home working and hot-desking that the business demanded.

Project Objectives

- To replace an aging PBX system with a Voice over IP system
- To improve the reliability, flexibility and cost-efficiency of internal and external telecoms
- To enable more flexible working practices, including home working and hot-desking, within a structured environment.

Project Tasks

- To produce and agree the specification and design of the VOIP and voicemail system across five locations in three countries
- To acquire an Avaya VOIP PABX and handset equipment for three sites
- To acquire Cisco Unity voicemail system, network switches and professional services
- To carry out site surveys at three sites
- To install new power feeds
- To install and implement Avaya VOIP telephone systems in three sites
- To install and implement a Cisco Unity voicemail system
- To install and implement a backup voicemail system
- To ensure a smooth transition to the new VOIP systems.

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B & M Europe

B & M has specialised in delivering skilled ICT specialists to meet the needs of leading organisations throughout Europe since 1992. We focus exclusively on providing consultancy, technical services and support for z/OS, UNIX and Linux enterprise systems, including third-party systems software, open systems and networking connectivity. We add real value for HR and IT professionals by taking the time to understand their needs and applying best practice methods to deliver results.

Duration

The project took 10 working months to complete.

Results

- A new Avaya VOIP system is fully installed and operational at three sites with around 450 new handsets
- Reliability and flexibility have been significantly improved
- Primary and backup Cisco Unity voicemail systems are installed and working.

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