The Client

Mimecast Europe are a leading provider of email management solutions worldwide.

The Challenge

With costs escalating with their current phone system, Mimecast were keen to deploy a system that was cost effective, but also with a high level of features. The client wanted to up date it with a phone system that would add value to their business and offer Unified Communication. The client needed to be able to cut costs of outgoing calls to clients, as well as finding a way of talking to other offices around the world, as cost effectively as possible. The client was concerned about having a back-up line; just in case the internet went down. The 'click-to-call' feature for Mimecast was key in securing the deal; it saves employees valuable time with incoming and outgoing calls. The client wanted to make internal communication easier and for employees to be able to work remotely if they wished.

ITSec's Solution

After understanding their needs and budget; ITSec proposed the client utilise the trixbox Pro solution. This solution gave all the Enterprise features, like call queues, ACD reporting, call barging etc. but also gave them features they hadn't considered before, like employee IM (for easy internal communication), linking with the CRM system and HUD3 (so they know who's on the phone) etc. This solved a variety of issues; including saving valuable time for the employees when making outgoing and incoming calls. Trixbox Pro also enables users to offer better customer service as they will know how many calls are queued and who, out of their colleagues, is busy on the phone.

The trixbox Pro solution gave the employees an opportunity to work in any location where they would have internet access. From an external caller's point of view this allows them to work seamlessly as if they were in the office.

The system, being Hybrid-Hosted, gives the client piece of mind in the fact that it will switch to PSTN automatically; ensuring that even if the internet goes down, the phone lines won't!

For more information about trixbox Pro in the EMEA region; please visit www.trixboxshop.co.uk or call us on 0116 2160 670

Benefits

- Remote working

- Automatic PSTN backup

- Enterprise features

- Saving employees time with the 'click-to-call' facility

- ACD Reporting

- CDR Reporting