

CASE STUDY / SERVICES SECTOR /

KELLY SERVICES /



Kelly Services is a Fortune 500 company, based in the USA, with high-street recruitment and HR consultancy offices throughout the UK. It places 10,000 people in permanent work every year in this country and around 21,000 people in temporary placements every week.

THE CHALLENGE /

Kelly Services relies on excellent internal and external voice communications with a telecoms network covering all branches, high street locations and remote home workers. It was looking for:

- A more up-to-date and reliable system
- Ways to improve the cost effectiveness of its telecoms system
- Better performance and top quality service
- Potential savings generated by using further services offered by its chosen provider

THE SOLUTION /

Tony Besley, Senior Purchasing Manager at Kelly Services (UK) Ltd, was impressed by the cost savings offered by InTechnology's Unity IP Voice managed telephony services.

- InTechnology are pioneers in managed Internet Protocol (IP) telephony services for businesses
- It manages its own end-to-end IP telecoms network
- All voice and data services are provided over a single IP connection
- A network-based design suited to dynamic and growing organisations
- InTechnology's services enable IP to sit alongside existing Private Branch Exchange (PBX) investments

"We started with a trial of the IP voice service in a small site in Brighton. We now aim to have all our sites IP enabled. IP is the way forward and there is not a better system out there."

We have been working with InTechnology for a number of years and have found them very flexible and responsive. When we want something extra or different, they just provide it."

Tony Besley,
Senior Purchasing Manager,
Kelly Services (UK) Ltd

KELLY
Talent at work

BUSINESS BENEFITS /

- Business continuity is assured. If there's a site outage, calls can quickly be rerouted with just a few clicks using an online toolbar (part of Outlook and Internet Explorer)
- If any component fails, a backup takes over immediately without any impact on service
- Staff at home or in remote locations get the same functionality as head office colleagues
- No need for ISDN lines or PBX
- The service can be quickly scaled up or down to match business needs

OPTIONAL BENEFITS /

- Smooth transition from traditional IP telephony supported at every step by InTechnology
- InTechnology manages all calls and lines so there's one Service Level Agreement (SLA) and only one point of contact for all users
- Support and maintenance provided by InTechnology dealing with faults, queries and provision of new equipment
- Billing managed by InTechnology. Kelly Services receives just one invoice a month
- Phones can be plugged straight into the office IT network.
- Users can easily manage their calls from a toolbar in Microsoft Outlook or Internet Explorer
- Add-ons and changes are simple and quick to do

FINANCIAL BENEFITS /

- A clear summary of cost savings was provided before Kelly Services invested
- Annual tariff reviews and comparisons to ensure Kelly Services gets the best value for money
- A pay-as-you-go charging model with low upfront costs
- Significantly reduced telephony costs
- A one-stop shop for all issues leading to costs savings and efficiency
- Significantly reduced telephony costs
- One invoice a month leading to further time and cost savings

INTECHNOLOGY SOLUTIONS /

Hosted IP Telephony

- Unity IPVC voice service across approx 15% of the estate via ADSL or SDSL connection
- Plans in place to migrate the whole estate to IP follow a phased approach
- Wholesale Line Rental "PSTN and ISDN" across the entire estate with Carrier Pre Select Minutes

"We had been used to waiting for repairs for two to three days, but the biggest outage we have had with InTechnology was 15 minutes!"

Tony Besley,
Senior Purchasing Manager,
Kelly Services (UK) Ltd

KELLY
Talent at work

To learn more about how we could help you,
call 0800 983 2522 or email contact@intechnology.com

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