



## CASE STUDY Voice Services – VoIP

### Identity remains confidential

The customer is a global professional services company providing career transition and talent development solutions to individuals and organisations with over 200 locations in 85 countries worldwide. They have used Effective's services for various projects across the UK over the last 5 years.

### What was the Requirement ?

In Spring 2010, the customer needed to replace an existing traditional phone system with a more cost-effective telephone solution for their 18 UK offices and where possible to reduce annual voice communications expenditure.

### How did Effective help ?

Effective worked with the company's staff and our principal telecoms partner Spitfire Technology Group to find a suitable solution to the requirements.

Spitfire's hosted Voice over IP (VoIP) solution *SIP Communicator* was proposed and implemented successfully over a 2-month period in summer 2010.

The solution comprised new telephone handsets, 'soft phones' (software extensions running on PCs), new communication circuits & routers, full project management, user documentation and staff training to support this 160+ extension solution.



The company experienced an almost seamless transition across to the new service and are well on their way to saving a projected £40,000 p.a. cost saving as a result.

### What our customer had to say :

*'Effective have once again helped us to significantly improve our telecoms services and to simultaneously reduce expenditure. Call quality has been excellent and we simply couldn't have completed the changeover without Effective's assistance'*

DC, Regional IT Manager

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