

## Case Study

One of the leading Research firms in the region worked with Computech to deploy Cisco Unified Communications system that has enabled them improve the way they communicate within the Organization and also with their clients and business partners.

### Business Challenge

As a leading research based company, good communication system is key to efficient operations of everyday activities as constant communication and collaboration with clients and business partners.

### Solution Provided

Computech implemented the Cisco Unified Communications Manager platform with workspace licensing that offered services such as advanced IP Communications features, Mobility, Voice and Video Conferencing, Unified Messaging, Support for Tele workers (Employees on the move)

### Value Derived

With Voice & Video Conferencing, the company is now holding more conference call sessions with the staff members and clients resulting in better customer service and quicker decision making processes. Conferencing has reduced travel related costs since most meetings are handled via conferencing instead of having staff travel to different locations to hold meetings.

With the mobility features deployed for the company, staff members are able to move around within the organization and still have their telephone extension active from any phone they access. The employees are therefore not restricted to work from their usual workstation to be able to access their Telephone extensions. Since the company has staff members who are continually on the move, the staff members does not have to miss any call just because they are out of office.

Cisco IP communicator enables the users to access the enterprise Telephone services through a secure internet connection on their laptop computers. Once connected, remote users are able to use make and receive calls through their office extension and no additional costs are incurred to reach any employee who is on the move. Remote users also use the office resources to make outgoing calls and don't need to use personal cell phones.

Computech also implemented unified messaging service for the company, when a staff member is not available to take a call, callers can always leave a recorded message and the staff member will be able to respond to any queries immediately they are available to respond. The staff are able to view and organize voice messages from a web interface making it easier to respond or replay earlier voice messages.

**Client Business**  
Research Firm

**Solution Platform**  
Cisco Unified  
Communications

2010  
Preferred Partner  
**GOLD**



Computing Systems  
Specialist

**Microsoft**  
GOLD CERTIFIED  
Partner

**ORACLE**



Symantec Gold Partner

**EMC<sup>2</sup>**  
where information lives

