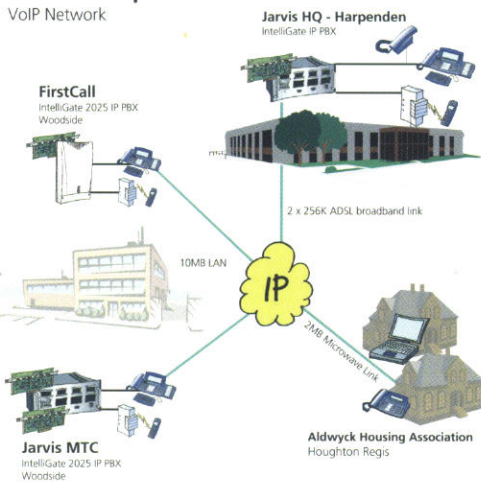


Aastra builds a solution for the Jarvis Group

Jarvis Group Ltd VoIP Network



Facts & Figures

The Customer

- Jarvis Group Ltd, Harpenden, Hertfordshire

The Requirement

- To centralise communications across various sites
- To improve inter branch communications
- Provide specialised customer support and service

The Solution

- Voice over IP across 256k ADSL & 2MB Microwave link between sites
- Jarvis HQ - Ascotel IntelliGate IP PBX with 65 digital extensions & Unified Messaging
- Desk to desk dialling, centralised system management and call control
- DECT cordless working at branch site

Founded in 1905 by Ernest Charles Jarvis, the Jarvis Group of Harpenden Hertfordshire, is a family-owned company with a reputation of being 'More than a Builder'. The Jarvis Group is a successful, multi disciplined construction business serving clients through north London and the northern Home Counties.

The Company has maintained an excellent reputation for outstanding quality and high professional standards for almost a century. Its commitment to quality is more than just a promise. Throughout the Jarvis Group, from the boardroom to the building site, it maintains its long held traditions of quality

as a priority. Jarvis wished to replace its separate telephone systems for one centralised telecommunications solution to improve inter-branch communications and customer service.

After some research, the Jarvis Group found that Voice over IP would fulfil its communications requirement. Jarvis approached Aastra Telecom (previously Ascom PBX division) to supply and manage the implementation of its VoIP enabled IntelliGate telephone solution, which would utilise its existing data networks. As part of the system, Jarvis wanted to include the offices of FirstCall Home Maintenance Limited at Woodside, Hertfordshire, a joint venture company between the Jarvis Group and Aldwyck Housing Association, which provides maintenance to Aldwyck residents, and the Aldwyck Housing Association call centre in Houghton Regis.

With an Ascotel IntelliGate 'IP Enabled' phone system and over 60 digital extensions, Unified Messaging, voicemail and call management, the Jarvis Group of Harpenden is able to optimise the benefits offered by Voice over IP and manage its telecommunications much more effectively.

Julia Mann, Group Administrator at the Jarvis Group of Harpenden says, "We wanted to achieve a lot from our new telephone system, including linking up two Jarvis offices with FirstCall Home Maintenance and the Aldwyck Housing Association. We didn't just want to be able to contact each other easily, but to improve call management and cost control with all Jarvis or Jarvis related calls to be managed from the Head Office in Harpenden. So we were thrilled when Aastra came up with a solution that not only allowed us to meet all our criteria, but provide us with even more than expected, such as Unified Messaging, DECT cordless handsets for key staff and many other useful system features."

