

CUSTOMER EXPERIENCE



ABOUT BROKER NETWORK

Type: Network of independent commercial insurance brokers

Location: United Kingdom

Configuration: Mitel 3300 ICP to network 21 regional offices

Website: www.brokernetwork.co.uk

CUSTOMER NEEDS

- To network 21 regional offices together on one telephone system
- To deploy a communications solution that will grow with business's requirements

"The Mitel IP solution has given us flexibility to change our working practices and constantly improve the way we do business. For example, employees now have the opportunity to work from any office using hot-desking. Users simply select a desk, log in and take their directory number, message waiting and personal preferences with them. Mitel UC Advanced enhances mobile working improving productivity amongst employees. IP communications has opened up windows of opportunities for our business and we are excited to experience the ongoing results."

– Vicky Branson, Head of IT,
Broker Network

Broker Network insure themselves with Mitel IP Solution

Broker Network Limited is the UK's largest and longest established network of independent commercial insurance brokers with over 170 members nationwide and total premium income of some £450m.

Founded in 1994, Broker Network provides enhanced insurer relationships, alongside a wide range of support services including Compliance, Marketing and Finance.

The Challenge

Historically, the organisation's 21 regional offices operated on a number of different phone systems, which inevitably meant network management proved to be a difficult task.

Vicky Branson, Head of IT at Broker Network, aimed to move to an IP solution, to network individual sites together to create one seamless communications system. After a thorough review of the market Broker Network selected a Mitel® IP solution consisting of the Mitel 3300 IP Communications Platform (ICP) and Mitel UC Advanced, a desktop collaboration application, based on its scalability, migration strategy and flexibility to add on applications when required.

The Answer

The 3300ICP was gradually migrated to regional sites, ensuring that no disruption to business activity occurred.

"The Mitel IP solution enabled us to retain our existing telephone systems, which of course protected our investment and gave us the flexibility to migrate when we were ready. When all sites are networked together we will have one seamless communications solution, which will reduce internal call costs between sites, reduce network management and give us the flexibility to add new sites easily to the network," said Branson.

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SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- Mitel Unified Communicator® (UC) Advanced

RESULTS

- Scalable communications solution that will evolve with the business
- Seamless IP networking between sites
- Improved team working with Mitel UC Advanced
- A next generation communications solution to add on business and customer improvement applications when desired

As a growing business Broker Network wanted the IP solution to deliver applications that would improve the way they do business and in turn improve customer service.

Executel recommended they deploy Mitel UC Advanced, a desktop collaboration application to improve team-working by offering secure instant messaging, presence and availability, voice and video conference call functionality and document sharing. The field teams and managers are using UC Advanced to work remotely or from home. Mitel UC Advanced has been installed at Broker Network's head office in Harrogate and will be rolled out to the remaining sites in due course.

Increase in Productivity

"Apart from the advantage of networking all sites together the Mitel IP solution has given us flexibility to change our working practices and constantly improve the way we do business. Employees are no longer tied to their desks and have the opportunity to work from different sites by hot-desking and logging onto a desk phone and accessing their personal speed dial keys and voice mail. Mitel UC Advanced enhances mobile working improving productivity amongst employees. IP has opened up windows of opportunities for our business and we are excited to experience the ongoing results" concludes Branson.

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