

ABOUT EDEN BROWN

Eden Brown provides is one of the UK's most successful recruitment, training, consultancy and management services providers.

Eden Brown Recruitment is part of the Eden Brown Group, which includes:

- Matrix Managed Services – www.matrixmanage.com – a leading provider of Vendor Management Services. They help public sector organizations to better utilize dynamic, flexible workforces. Matrix Managed Services specializes in managing the supply of temporary staff to the public sector on a Vendor Neutral basis.
- Public Jobs Direct – www.publicjobsdirect.com – provides access to the freshest jobs in the public sector. Public Jobs Direct is a fresh, new way to recruit both permanent and temporary staff within the public sector and is an independent specialist site developed by experts who have significant experience in providing professional recruitment, consultancy and training services to the public sector.
- Executive Selection Associates – www.e-s-a.co.uk – is a specialist retained led search and selection consultancy firm supplying middle to senior and executive management throughout specific sectors of industry. ESA works across the public and private sector, from major blue chip well-established organizations to new and fast emerging companies.

CUSTOMER NEEDS

- To create a single integrated phone system
- Simplify network management
- Lower the costs of internal calls
- Discover new ways of communicating and working

Award-winning recruitment company improves customer service with Mitel IP solution

Eden Brown is an award winning organization providing recruitment, training, consultancy and managed services across the private and public sector. As one of the top 50 award-winning recruitment companies in the UK they have recently gone through a period of intense growth.

All six regional offices throughout the UK operated on a variety of phone systems making it difficult to manage the network. With the recent growth surge the decision was made to consolidate all of the phone systems across the current offices to support further growth of the company. Eden Brown turned to a leading telecom consultancy firm for advice on an IP communications system and decided to deploy a Mitel® IP solution.

Gradual IP migration

Eden Brown gradually migrated its sites over to the Mitel 3300 IP Communications Platform (ICP) over a period of time and now has four sites running on IP and two on TDM. The seamless network between the sites has improved the infrastructure management and calls can now be controlled centrally or online with the Mitel Enterprise Manager. Cost savings are also made, as internal calls between offices are now free.

Cham Bain Smith stated, "With the Mitel IP solution we can migrate at our own pace and still protect our existing equipment, it also integrates easily with our existing infrastructure. The aim is to have a single integrated phone system that will unite all the regional offices and support new locations.

It was easy to install, has simplified network management, offers us the ability to deploy applications when required, and is scalable which is vital for our growing business."



it's about **YOU**

“We were impressed with the Mitel IP solution from the start as it is cost-effective, reliable and scalable and has enabled us to deploy one seamless network. The IP solution is a real business enabler allowing us to deploy applications that change and improve the way employees work which in return increases productivity and customer service.”

– **Cham Bain Smith, Assistant IT Manager, Eden Brown**

SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- Mitel Enterprise Manager
- Mitel Teleworker Solution

RESULTS

- Seamless IP networked communications solution across six sites
- Simplified network management overall
- Reduced internal call costs
- Staff retention through flexible working options

No Opportunities Missed

Eden Brown has a large field-based sales team that regularly visits the regional offices. The 3300 ICP hot desking application enables employees to work from any desk in any office and log into the network from the phone as well as access their phone directory, speed dials and personal voice mail ensuring they do not miss any opportunity.

As an employee focused and innovative company, Eden Brown wanted to extend its flexibility on methods of working and offered employees the option of working at home with the Mitel Teleworker Solution, which helps retain talented workers and improves work / life balance.

“The Mitel Teleworker Solution offers cost-effective secure remote access so employees are no longer tied to their desks or a location, the Mitel IP solution has given employees flexibility to do business wherever they are, making them more efficient,” says Cham Bain Smith.

Collaborating into the Future

As part of a long-term development plan the telecom consultancy firm is working closely with Eden Brown to ensure the Mitel IP solution is maximized to provide the company with business process and customer service improvement. Two applications that are currently being explored include the Mitel Mobile Extension and the Mitel Live Business Gateway.

Mobile Extension transfers mobile calls to the desk phone and greatly reduces the cost of mobile phone calls. It also provides the sales team with one number making them easier to reach. Whereas the Live Business Gateway works with the Microsoft® Office Live Communications Server 2005 enabling staff to increase the effectiveness of team working. This is particularly beneficial in a multi-site business as members of the team can contact each other by email, instant message and voice and video conferencing. They can share and work on documents and with the presence and availability function see the status of their colleagues.

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