

Trinity Expert Systems Unified Communications

Solution

Trinity moved from a traditional PBX telephone system to a Cisco VoIP system in 2007 to embrace a solution which would improve efficiency and bring significant cost savings. Additionally, to experience a more complete communications solution, Trinity subsequently moved from Cisco VoIP to Microsoft Office Communications Server 2007 R2 VoIP which offered:

- Greater flexibility
- Presence
- Mobility
- Reporting
- Office and SharePoint integration

Delivery

We worked closely with Microsoft on the R2 release of Microsoft Office Communications Server (OCS). As this would fundamentally change the way we worked at Trinity, it required both technical and cultural change across the company. Internal IT hosted a series of user briefing sessions to enable staff to realise the features and functionality of this next generation software. And in order to ensure minimal disruption to company communications, we used a phased migration process to move users from Cisco to OCS VoIP.

Outcome

Over the last 18 months, our company collaboration has improved greatly and as well as realising immediate cost savings, employee productivity has increased immensely. Staff have been able to take full advantage of the benefits and flexibility that OCS VoIP delivers.

What UC means to Adrian Moore, Trinity's Head of Strategic Consultancy

"I'm very mobile with working locations that include our two main offices, major client sites, Microsoft and my home office. I also manage a team of consultants who are also geographically dispersed and very mobile.

It has been very difficult to maintain adequate communication between team members in this scenario. Since the introduction of Trinity's unified communications platform based on VoIP, Exchange and Office Communicator, I am now able to use a single client for all my communication needs.

The presence awareness indicators allow me to quickly identify who is available, and I can make an informed decision as to whether to use VoIP, instant messaging, video, net meeting, email or mobile phone calls to reach them depending on the conversations requirements.

The unified list of contacts allows me to choose the appropriate contact very easily and as it contains both my personal and corporate contacts, my life is doubly simplified and at a personal level life is just easier.

Overall the unified communications platform has been very effective at removing the geographical barriers to good team work. The team is more cohesive and responsive as a result, and communication between team members significantly improved.

The additional communication modes of instant message, video and net meeting have improved the efficiency of a distributed team, and helped reduce unnecessary travel costs.

I increasingly find that my conversations often migrate across the communication modes; a quick instant message conversation can become a voice conversation at the click of a button when it gets too in depth for keyboard use. The two way call can become a conference call as others are invited to join in (again at the click of a button) and it can eventually end up as a video or net meeting conference.

Trinity's unified communications solution has fostered improved efficiency through new ways of working that were not possible with our traditionally separate computing and telephony systems."

The Oaks
Westwood Way
Coventry
CV4 8JB
+44(0)24 7642 0100 T
+44(0)24 7642 0111 F
www.tesl.com

Microsoft
GOLD CERTIFIED
Partner

Trinity
Expert Systems