

## CASE STUDY

### **The Hills are alive with the sound of IP**

The Hills Group has been in operation for over 100 years. With the principle activities of recycling, waste management, aggregates and building new homes, it's often the case that Hills clear a site completely, recycle the materials and then supply the materials and labour to build new houses on the same site.



### **The Problem**

With 18 sites across 3 counties, each site had a different telephone system. There was no connectivity between these systems and monitoring bills across the sites was time consuming. Hills recognised the need to improve the communications infrastructure and they wanted to take advantage of the cost and productivity benefits that an IP enabled solution could deliver. Lister Communications were chosen to design, implement and support the new solution.

### **The Solution**

Lister Communications designed a wide area telephone network using IP to route the calls around the business. The first stage of the project was to replace the telephone systems at 5 sites - the headquarters in Marlborough and 4 of the larger site offices. An Avaya IP Office 406 was installed at each site supporting 70 users at the headquarters and 20 at each of the 4 site offices. Phone Manager Pro, part of the Avaya solution, was enabled to allow staff to see which colleagues are available to take calls. To complement the functionality of the Avaya solution, Oak call management software was installed to provide centralised call tracking and billing. The next stage of the project is to replace the telephone systems at the remaining sites and to connect all sites together so they can be managed and supported from a central location.

### **The Benefits**

Hills have achieved cost and productivity benefits from the solution and these can be summarised as follows:

- Calls between sites are free
- Calls are tracked centrally
- Billing reports for each site can be run from the headquarters
- Calls are answered quicker and directed to the right person first time
- New sites can be integrated easily into the new infrastructure
- Internal communications are easier

As the remaining sites are migrated to the new infrastructure, additional benefits will be derived while the deployment of new applications will further increase the high levels of customer service provided by Hills.

**“With the new solution in place, we are now right up to date with communications technology and it has made a big difference. Our internal communications are easier and cheaper and we can also greet and deal with external callers more effectively. We now have a platform on which we can build our business for the future”.**

**Michael Hill, Director, Hills Group.**