

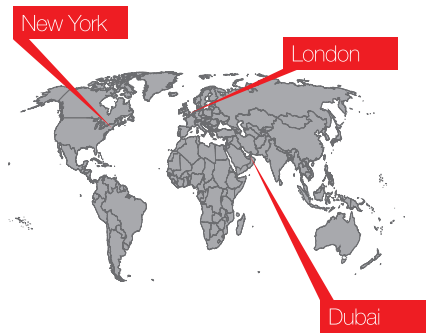


The Challenge

In a business where, sometimes, one phone call is all you get, Brookleigh were suffering a myriad of problems due to their telephony provider. Calls were failing intermittently, especially those to far-flung destinations such as Kazakhstan. Sometimes they wouldn't connect, other times they would fail halfway through a conversation.

Part of the problem was that their original provider had failed to set up their system correctly. Voice calls and data were using the public internet and sharing the same bandwidth which was a major factor in the problems. Concert also found Brookleigh's carrier wasn't being managed effectively for overseas calls.

The situation was seriously impacting their business, leaving them unable to pick up the phone with any confidence that they could make or complete calls.



Brookleigh's international offices

The Requirement

Brookleigh's requirements were demanding; and the successful implementation of these changes would dramatically impact upon the running of the business.

- To have a working reliable telephone system.
- To allow users to reliably reach candidates working in remote locations.
- To improve the quality of calls.
- To have a system with the flexibility to grow as the company grows.
- To implement any new system out of office hours.

The Solution

Working over two nights from 6pm to 6am, Concert de-installed and reinstalled Brookleigh's entire hosted platform. A new dedicated voice connection was set up, which avoided the public internet - an issue which had not been addressed previously. As a result, Brookleigh benefited from dedicated bandwidth for data (emails, internet, etc.) and voice calls. Concert used a Tier 1 network provider to ensure priority was given to international calls.

The system is now reliable and very easy to manage, supported by Concert's unrivalled round the clock customer service.



Brookleigh are a global recruitment consultancy with offices in London, New York and Dubai, specialising in head-hunting top level executives for the financial sector.

“ Concert clearly know their stuff. The team had to understand the configuration of our previous hosted voice system in order to get the new service up and running. Their knowledge of hosted voice technology is impressive.

“ The Concert team's willingness to work around the clock out of hours, to implement our solution, meant that our day to day business was unaffected.

Mike Goggin, Managing Director

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