Cadline Case Study

Cadline specialises in the supply of design and data management technologies to various industries including engineering, architectural, manufacturing and construction. They are market leaders in providing training, consultancy, business integration and professional services to these industries.

Summary of requirements

- Cadline had been suffering from slow internet access and inter-site connections.
- There was a requirement to consolidate the Cadline network including its communications and internet. The business' 7 sites had separate internet access, telephone systems and telephone lines which were very slow and difficult to manage for their IT teams.
- Cadline was looking for a solution that would allow its mobile workforce full access to the network on the move and the same functionality on their mobiles as they have on their desk phones.
- Improved business continuity and disaster recovery.
- Consolidation billing charges for paid services such as internet.

Solutions and services provided

- West Pier provided a high speed wide area network based on VPLS technology.
- Separate telephone systems were consolidated and provided virtually through virtual data centres on VMware technology.
- Resilient active standby SIP replaced legacy ISDN technology on the telephone network.
- Centralised internet access and managed firewall solution.
- SMART applications including Avaya one-X were provided to the mobile workforce
- Xima reporting and recording software records all telephone conversations centrally, providing comprehensive reports and statistics.
- West Pier provided Cadline with non-geographic numbers that route calls based on a caller's geography.

Business Benefits

- Internet and inter-site connectivity was dramatically sped up, reliability improved and management was made easier.
- Mobile workers are now able to use their mobiles in the same way they use their desk phones and access the network whilst on the move.
- All 7 Cadline sites were placed on to a single telephone network making communicating with colleagues and management of the network easier. Call costs were significantly reduced and resiliency was improved.
- The billing process for chargeable services such as internet and telephony was simplified and centralised.
- Cadline was able to utilise Xima software to monitor and analyse their calls using advanced reporting.

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If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0344 264 5522 or email Mathew van Til (matthew.vt@westpiertele.com)

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