

CASE STUDY

Qube Global Software takes its telephony into the Cloud

Centralised management improves customer response times and delivers cost savings



Customer

Qube Global Software



Location

International



Business

Property software

The Business

Qube Global Software has been providing property and facilities management software to its customers for over 40 years. With three offices around the UK and a further five around the world, they needed to connect together over 250 users.

The Challenge

The company has experienced rapid growth through a number of acquisitions and organic development over the last few years, resulting in three different telephone systems in each of their UK offices. With the increasing reliability of Cloud Telephony, Qube Global Software were looking to:

- Replace their hardware-based systems with the latest technology
- Consolidate multiple support contracts, maintenance, update requirements with one solution across all three UK hubs
- Gain the ability to more efficiently manage incoming calls and report on the performance of support helpdesks in their regional UK offices

Our Solution

Systems IT looked at the problems Qube Global Software faced and recommended the Horizon Hosted Telephony solution from Gamma Telecom.

“We decided to use Systems IT because of their broad knowledge on telephony and IT infrastructure, which ensured implementation would be quick and painless. The new telephone system has already had a measurable impact on our business’ ability to operate efficiently, as we are now able to monitor peak call times, call flow, and produce calling reports. Systems IT have been there every step of the way to help guide us through the process.”

Fabio Camara, Qube Global Software

As this would mean more internet traffic, we also upgraded their data circuits using a combination of fibre, EFM and lease lines, all over Gamma’s Voice Assured Network to ensure call quality. To maximise productivity, Click to Dial from Outlook and Screen popping were added.

Contact centre applications, call recording and Akixi reporting software was also added to monitor and improve management of inbound support calls across their various helpdesks.

One of the advantages of being an infrastructure support company in addition to a telephone company meant that we were able to ensure a smooth transition and installation.

The Result

Although only recently installed, this hosted telephony solution provides:

- ✓ **New technology with minimal capital expenditure**
- ✓ **Simplified & centralised administration and management of the telephony needs of the business**
- ✓ **Reduced ongoing support costs**
- ✓ **A centralised switchboard means everyone in the company can be reached without a need to dial out, and calls can easily be put through to anyone anywhere.**
- ✓ **A complete telephone business continuity solution, meaning offices and staff can relocate with no impact on Qube Global Software’s ability to look after their clients**
- ✓ **Improved response time to customers’ support requests.**