

## Multi – Site IP Telephony Implementation Consultancy and Project Management

### Client Profile

One of the major providers of cost effective online flight and holiday provision in the UK and Europe, a well known brand and can be considered as one of the organisations which shaped the current market.

### Project Brief / Requirements

Due to acquisition there was a requirement to amalgamate a number of disparate call centre operations across the UK and elsewhere including linking to outsourced operations in India to improve operational effectiveness and flexibility. This was to be achieved by the implementation of a new IP Telephony solution across all locations providing a single solution in the business for both call centre and back office.

### Our Approach

To work with the small in house team to develop and deliver the proposed solution to the business in agreed timeframes.

Activities included: -

- Review current operations from a technical and resource perspective to help with delivery of the new solution
- Work with the suppliers on the deployment of the new solution and the associated project plan including individual site requirements
- Work with the business to setup new procedures and practices to support the new environment
- Develop a training framework for deployment in all locations
- Onsite management of the project during the implementation phase

### The Results

The new solution was implemented on time and budget across 37 sites in 17 counties and two continents. It utilised leading edge technology elements such as international MPLS links and centralised management.

An aggressive implementation schedule was needed to ensure all key sites were migrated for the Christmas Holiday booking rush, this was achieved. Relocation and rationalisation of the UK operations allowed for a 17% reduction in FTE headcount delivering the same revenue.

This solution has gone on to provide the baseline infrastructure for the Travelport Voice Network across many more locations in the UK and worldwide.