



Case Study

Solution: HV.Select

Goal: Enable remote working

Business: Telecoms, IT and Cloud Service Provider

Owner: Digital Wholesale Solutions

Practice what you preach. HV.Select is our own hybrid VoIP product that we encourage our partners to provide, so it was only right that the telephony suite of choice for all DWS offices and team members was to our flagship hosted product.

The first office to be migrated to HVS was our office at Chandler's Ford, in 2019, with an ongoing plan to rollout the solution over the next year at the remaining office sites and to home workers.

In March 2020, the COVID-19 pandemic escalated the need to migrate the remaining offices and some 400+ staff not only to HVS but to use the Office UC softphone application as it was quickly becoming apparent that a country-wide lockdown was imminent, and everyone would be forced to work from home.

The IP Specialist, Project Management and IT Teams at DWS worked together to support each other to deploy HV.Select across the business and carry out remote training for staff on the Office UC softphone.

DWS' Wish List

Replace the fixed PBX system to fully hosted product

Add local numbers to match all site locations

Install Office UC to all staff PCs

Port DWS main 03 number to HVS and replicate call flows to various teams and departments

Minimum impact to the working day during transition

More efficient way of working to improve our service to our partners



DWS' All-IP Solution

Connectivity

- > Staff connected to their home broadband while working remotely, or Ethernet in office environments.
- > In some instances, the IT team needed to coach home users to disable the SIP Algorithm as the default setting prevented voice calls being made on the broadband connection.

Voice

- > 400+ Hosted Users were ported onto HV.Select with the UC Business Application.
- > Main Non-Geo (03) Number was ported to HVS.
- > Onsite PBX calling plan was replicated on HVS with multi-layer auto-attendants creating a clear call journey for partners.
- > We deployed Call Centre groups for all the teams and departments to make it easier for them to field inbound calls.
- > iCallSuite call analytics was used to report on call traffic and staff KPIs, even while they work remotely.

Challenges

- > All staff training had to be done via video due to the COVID restrictions, meaning lots of 1-2-1 video calling and screen sharing was needed to get everyone using HVS efficiently.
- > Staff connected to the VPN were having trouble using HVS so had to disconnect from the network to take calls. In response to this, a new Split Tunnel VPN was created to allow Office UC to function while still allowing staff access to DWS systems.

