

case study

# Crown Personnel



*"Vodat manage everything from technical issues to archives, allow us to concentrate on our job of looking after clients."*

## Background

Crown Personnel is one of the UK's fastest-growing recruitment consultancies. With its head quarters in London, the company has 14 additional offices in Berkshire, Kent, Hertfordshire, Middlesex, Northamptonshire, Norfolk and Surrey.

Clients range from owner-managed businesses to household names such as the Home Office, Tesco, Sainsbury's and Barclaycard.

## Challenge

The company was originally set-up as 15 independently operated sites. Contact between sites was limited, relying on e-mail and analogue phone calls.

To achieve ambitious growth targets and to maintain its reputation for excellence, Crown recognised a need to integrate information and communication across their organisation. The requirement was demanding :

- bring all sites together into an easily managed Wide Area Network (WAN), with upgraded and fully supported hardware and software
- provide a company-wide telephony solution that would improve the way client calls were managed
- show a significant cost benefit.

## Solution

All of the company's data services were moved to Vodat's own Operations Centre at Global Switch, connecting to each Crown site via secure MPLS and ADSL circuits.

Vodat now manage Crown's data from one central location and provide additional services such as online back-ups, virus protection, hosted email, internet access and content filtering.

The service is supported with secure, remote access to Crown's PCs, enabling most issues to be resolved without a site visit.

Vodat established a secure wireless network in each office, allowing Crown's Area Managers, who travel and work in different offices, to easily connect to the company network and share client records and resources.

Finally, an IP telephony system was set-up across the whole organisation, offering feature-rich call handling between all sites without the need for a PBX. Incoming calls never go unanswered, even if everyone in the office is busy. And calls are easily transferred to the appropriate staff, wherever they are.

This is all in addition to the significant benefit of free calls between sites and much cheaper external calls.

## Result

Stephen Burke, Managing Director, Crown Personnel comments "Vodat was the best option for us because it combines a fully supported voice and data solution with major cost savings.

Vodat has improved the way we handle our clients' calls and records and, just as importantly, enabled our staff to concentrate on their core roles rather than sorting out IT and phone problems."

Vodat has reduced Crown's overall costs by around £10,000 per annum.

For further information call us now on 0870 837 0380 or visit [www.vodat.co.uk](http://www.vodat.co.uk)