

case study Inspace

One of the major tasks presented to Duncan Murray, Head of IT, was to find a communication solution that would increase productivity through better management of site changes and hot desking, whilst providing a basis for sustainable growth in the future.

Solution

Inspace chose Vodat's integrated voice and IT solution, bringing all their communications onto a single network.

They have free calls between all their sites and have significantly reduced the cost of mobile and external calls. Workers moving from one site to another simply plug in their laptops to get instant access to their files and can send and receive calls on the one phone number, wherever they are. The same applies for workers at home.

The managed IT service gives fast web access and document transfers between all sites, essential for sharing technical drawings and stock manifests. Fully managed email, virus and spam controls also ensure that Inspace and their office tenants are always protected.

As the service is software-oriented, Vodat enables Inspace to easily extend their network to new sites or expand existing sites at the click of a button. Inspace also integrate their network with other applications such as a centralised Microsoft Outlook contact directory - users just click the screen to dial.

Inspace's 'managed office' tenants enjoy the same high quality voice and IT services, and flexible billing records

"Inspace place high value on quality and customer care - this managed telephony and IT service has enabled us to focus on our customers, not our technology" quotes Duncan Murray, Head of IT, Inspace

from Vodat enable Inspace to automatically generate their individual bills.

Result

Duncan Murray is delighted with the Vodat service - "Bringing all our communications onto one network has helped us control costs while giving us the flexibility to cope with ever changing sites. The Vodat monthly pricing model means that we know exactly what our cost will be, enabling us to better manage our budgets."

"Adding new users and new sites is quick and easy - the flexible service enables workers to 'plug and go'. Since everything from calls to email is managed by Vodat, we contact just one helpdesk to resolve any problems - much quicker than before." he concludes.

For further information call Vodat now on 0870 837 0380 or visit www.vodat.co.uk

Background

Inspace is a fast growing £100 million property business offering a comprehensive portfolio of building and maintenance services including turnkey 'managed office' solutions. Part of the privately owned Willmott Dixon group, Inspace supports a wide range of customers across the UK.

Challenge

Constant communication between surveyors, project managers, construction staff, suppliers and customers is essential to enable the timely completion of projects. And a high quality voice and IT solution is needed for Inspace's 'managed office' tenants.

Rapid site expansions demand a flexible and portable solution. Staff working across different installations need quick access to their files and contacts wherever they are.