



One system to reduce costs and improve communications

About TGWU

The Transport & General Workers Union (TGWU) is the UK's largest general union with over 800,000 members throughout the UK and Ireland. The union aims to represent members of the workforce and improve their rights and conditions. The GWU has been using BT's Meridian telephone system for a number of years and has found their services insufficient, inflexible and expensive to run and maintain.

Large Multisite Requirement

Focus4U is a UK-based reseller that specialises in corporate telephony solutions. The company was approached by the TGWU to solve its telephony issues and help find an alternative solution that matched the company's needs.

With over eighty sites throughout the UK, the TGWU was spending a substantial amount of money making site-to-site calls. In addition the Union was also undergoing continuous changes, such as internal relocations and resizing.

The TGWU required a more flexible and lower cost phone system and didn't want to be stuck with a phone system that required ongoing investment. They were also in need of an entire upgrade of its old and outdated phone systems, and required a service that offered new and improved features.

The solution

Focus4U was quick to identify that by using Gamma's Communicator telephony system, the TGWU's requirements would be met and additional benefits realised.

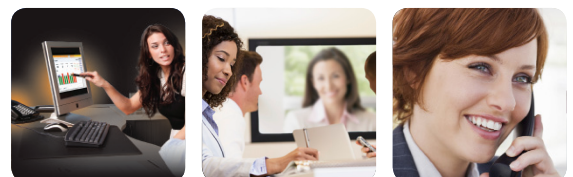
Of particular benefit to the TGWU is Communicator's offering of free site-to-site calls, including not only the eighty business sites but also home workers, those in distributed offices and even international employees. The system also gives staff access to their own voicemail, auto attendant and hunt groups meaning that customer calls will never be lost.

The cost saving realised is substantial by reducing manpower costs involved in managing the system as well as the free site-to-site calls. The system is also scalable and flexible enough to suit an organisation that is expanding, meaning the Union only has to pay for what it needs.

“Communicator is treated as one phone system per company as opposed to having one phone system per site. This is much easier to manage, and makes the billing much more straightforward for the reseller and the end user.

Richard Bligh, Marketing Director at Gamma

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Case study: Transport and General Workers Union



“ We are finding our new phone system much more efficient than our old BT system. The main benefit is that the TGWU has seen some significant cost savings, which was the dominant reason for the upgrade in the first place. The Union has also seen many other advantages, such as the extra features which we have found useful and now can't be without, and crucially it has offered us a much more flexible service. ”

Tony Johnson, TGWU

Results

The Union has found Gamma's Communicator telephony solution easy to install, and it has also enabled them to make their various changes without the added complications of re-engineering the telephony systems. The TGWU has successfully moved its employees around internally without any service down time or additional cost.

“ Focus4U has been working with Gamma Telecom for the last four years and has found the service reliable, and the products of excellent value. Focus4U currently holds about 350 licensees of the Communicator phone system and there is a huge potential for this number to increase in the upcoming months. ”

Ralph Gilbert, Managing Director, Focus4U

“ This installation is a testament to Gamma's ability to put a really compelling IP Telephony solution together based on our 3600 platform. We look forward to further developing our relationship with Gamma as we continue to support them in their strong position in the hosted IP market. ”

Enda Kenneally, UK Sales Director of Mitel

Benefits of Communicator

- Gives your staff access to voicemail, auto attendant and hunt groups .
- The user's personal settings and features are available from ANY phone in the company, including those working from home.
- Saves manpower and costs in managing telephony.
- It is completely scalable, so you only pay for what you need.
- No major capital outlay on hardware or maintenance costs.
- No need to change your phone numbers, simply port them across.



Clear. Creative. Communications.

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