

CASE STUDY

Stamco Timber A Voice Over IP Solution



This case study details how a company dealing with large volumes of orders and a large distribution centre revitalised its internal communication and improved business processes all round by implementing the latest in telephony technology including Voice Over Internet Protocol.

CUSTOMER BACKGROUND

Stamco is the Sussex Turnery and Moulding Company, founded in 1957 as a supplier of other merchants' mouldings. A steady growth in business led to the introduction of manufacturing on own premises. The installation of a fully automated Weinig moulding line enabled the company to develop new lines as demand dictated, and substantially improve 'business practices'.

Continued success and growth over the years, led to Stamco continually pioneer new products and add to its product range to fit the demand of its loyal customer base.

THE BUSINESS CHALLENGE

Stamco's requirements were to link its Head Office with a new £2.5 million purpose built Production Mill and Distribution Centre, utilising an existing Kilostream Data link. Not only did the company want IP keysets and voicemail working at the distribution site, they also required a cordless telephony solution to ensure that key workers could be contacted anywhere on site.

"We needed to ensure the orders being placed at Head office were being communicated properly to our distribution site. One of the major issues we faced was that staff were always on the move and needed to be contactable at all times." Said Roy Penfold, IT Manager, Stamco Timber.



WHY INTER-TEL?

Stamco recognised the need to implement new technologies to increase its efficiency and reduce costs. One of Inter-Tel's Principal Resellers proposed the manufacturers award-winning Axxess communications platform because of its ability to seamlessly integrated products including Voice Over IP, DECT and voicemail. By implementing an

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Axxess solution Stamco was able to adopt a new system which not only catered for its current requirement but offered the flexibility for future growth.

"During the tendering process we immediately saw that Inter-Tel solution could work for us. We have been impressed by the quality of voice over the internet the Inter-Tel technology delivers, as well as being impressed by the quality of service provided by both the manufacturer and reseller." concluded Roy Penfold. "All three parties have worked as partners in this project."

THE BUSINESS SOLUTION

Stamco installed the Axxess platform integrating a new voicemail system and the added functionality of IP telephony. This enabled Stamco to utilise its existing Kilostream Data Link and deploy IP Keysets and a DECT System at its Distribution Site. This allowed Stamco to communicate seamlessly and cost effectively.

RESULTS

Since implementing the Inter-Tel solution Stamco has noticed how flexible the system truly is and openly acknowledges that it has added significant business benefits in terms of internal communications and overall business benefits.

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