

Grant Thornton



Customer

Grant Thornton, Belgium

Industry

Financial services

Challenges

- Integrate newly acquired business at separate location into one communications system
- Maximise positive call response even though staff are frequently away from desks
- Protect existing telephony investment

Solution

- Full IP SV8300
- Business ConneCT
- MA4000 management software
- Existing switchboard and DECT phones utilised

Results

- Faster call forwarding by receptionist via one click dialling
- Receptionist always has up-to-date overview of where people are located
- Greater staff mobility via unique code and password on any company phone
- More efficient network management with one network serving two locations

www.grantthornton.be

“Today, calls are dealt with very efficiently. The receptionist simply types in the first two letters of the employee’s name and all the information appears on-screen: the phone number, whether the person is in Ghent, Brussels or with a customer, and how he can be reached.”

Johan Wauters

Network Administrator, Grant Thornton

Challenges

In the summer of 2009 the Belgian division of financial services provider Grant Thornton expanded with the acquisition of several companies. With more employees and a second location in Brussels, it became impossible for the central reception in Ghent to know whether employees were available when a call came in for them. The receptionist had hardly any overview of the availability or reachability of colleagues. “Moreover, about 75 percent of our financial advisors work on location with customers,” explains Johan Wauters, Network Administrator at Grant Thornton. “It’s only in between client visits that they come to our offices in Ghent or Brussels.”

Solution

With Business ConneCT all kinds of communication methods such as e-mail, telephony and chat are now integrated. In addition, thanks to the presence detection of Business ConneCT, the reception desk always has the right information to instantly forward calls to the correct person - wherever they are located. Moreover, the company did not need to replace its existing switchboard, which made things very economical.

“Also, because we can log in anywhere, we are always reachable,” says Wauters. “In the past you had to tell the switchboard which fixed phone you could be reached at. Luckily, that’s now a thing of the past.”

Results

Grant Thornton is now able to more efficiently manage the telephony for its two branches with one system. The system is modular and future expansion is possible. The receptionist also deals with calls much faster - they now know whether colleagues are present at their desk, in a meeting, visiting a customer or on holiday.

“Before the new installation, if a call came in for someone who was away from his/her desk, the receptionist had to manually look up the possible contact details in a list that wasn't always up-to-date. Once the number was found, she didn't know whether the person was available. In the meantime, customers were waiting,” continues Wauters. “Today, calls are dealt with much more efficiently.

She simply types in the first two letters of the employee's name and all the information appears on-screen: the phone number, whether the person is in Ghent, Brussels or with a customer, and how he or she can be reached. This enables us to serve customers much more efficiently. In an option menu you can also see alternative phone numbers like a GSM or private number. The receptionist only has to click on the person's name or the alternative number to phone them. That is obviously faster than dialling a seven digit number, it also eliminates dialling errors.”

“You don't even need to click to see a person's status: special icons in front of the name show where they are. There are icons for “gone for a short while”, “available”, “busy”, “not logged in” or “please divert”.

For “divert” the receptionist can also see where to, for example it could be the mailbox or GSM.”

Business ConneCT also offers a clear overview of all phone traffic such as missed calls or voicemail messages sent to the e-mail inbox where they can be listened to or read. This information helps managers to allocate appropriate staffing levels and further optimise operations.

Like all businesses Grant Thornton wanted to minimise costs, so NEC partner RealDolmen turned the existing switchboard into an IP communications system. “There were no extra costs for a new network infrastructure – yet we could enjoy the latest communication possibilities”, says Wauters. “Everyone can now log in with their unique code and password on any phone that is connected to our network. Also, phone calls between our two branches run over our network and are therefore free of tariffs.”

RealDolmen also equipped Grant Thornton's wireless DECT phones with IP technology. This not only ensured excellent sound quality, Grant Thornton can also use their existing DECT phones in the new unified communications system at no extra cost.

About

Grant Thornton Belgium is a financial and management consultancy with around 120 staff located in Brussels and Gent.

Together they offer independent consultation and work with customers throughout Belgium to implement innovative solutions in auditing, tax, accountancy and management consultancy.

For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)
NEC Unified Solutions
www.nec-unified.com

North America (USA)
NEC Corporation of America
www.necam.com

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com