

Kingston Smith LLP Calculates the Benefits of VoIP and Systems Integration with Britannic Technologies

The Customer

Kingston Smith LLP is one of the UK's top 20 UK accountancy and auditing firms. With 47 partners spanning six offices across London and the South East, the firm supports entrepreneurial businesses, charities, education and religious organisations, trade, professional associations and private individuals.

Key Requirements

- Improve staff efficiency
- Centralise system management
- Delivery reliable CTI
- Improve efficiency and service with incoming screen popping

Requirements & Objectives

Kingston Smith LLP were keen to review their current telephone system with a view to achieving improved joined up working across their business.

Although they already had an existing CTI application it wasn't working smoothly. They were looking to enhance the professional service delivered to their customers - with accurate data and innovative use of technology to support their business goals.

There were a number of specific features identified which the proposed investment needed to deliver. Amongst these were incoming call screen popping, the ability to drill down into the client data, dial from Outlook Internal Extension Management and the centralised management of the telephones and applications.

Another important consideration was the need for all systems to be flexible and easily accommodate company growth.

We are very happy with our choice and hope this continues to be a long term working relationship. I don't think any other company had as much knowledge and internal skills to deliver as well as Britannic could.

Andrew Guy, Senior Project Analyst,
Kingston Smith LLP

The Solution

Britannic Technologies reviewed the business goals and objectives. Within this process Britannic undertook an in-depth review of the existing environment and infrastructure. Britannic's systems integration capabilities were critical.

This was achieved through a "proof of concept", integrating Mitel IP telephony and applications gateway with Kingston Smith LLP's practice management software.

Our main driving force was to ensure that the system could deliver a fully integrated telephony interface to our practice management system.

Andrew Guy, Senior Project Analyst
Kingston Smith LLP

Following the successful "proof of concept", Britannic Technologies were commissioned to deliver a turnkey solution, this included the deployment of VoIP telephony, networking six sites across London and the South East (using Mitel 3300 as the core platform), call management software, voice recording, presence & availability software and bespoke integration work. Using Britannic's inhouse development and integration capabilities the existing practice management system was tightly integrated with the new IP telephony platform.

Incoming calls now screen pop to the recipient enabling members of the team to identify the caller before pick up, they are also presented with all of the relevant client information immediately.

At long last our long held CTI wish list has been delivered. The screen pops the name of the caller instantly, sometimes it feels like even before the phone rings.

Chris Lane, Partner
Kingston Smith LLP

Call logging is now fully automated and the information from the practice management, which had previously been difficult to report on, is now consolidated in one place.

The result of the implementation of the new technology means the need for training has been minimised and call logging and handling has greatly increased in its efficiency.

Key benefits of the system

- Increased efficiency and accuracy
- Reliable CTI
- Call logging reports with drill down capability
- Resiliency not compromised
- Built to enable further development as business needs evolve
- Centralised system management and control