



## Visalogic Improve Service and Productivity with IP System & Soft-phones from Britannic Technologies

### The Customer

Visalogic provide expert immigration advice to people seeking to move abroad on a temporary or permanent basis. The ethos of their business is to work in partnership with their customers to deliver the very best result in the timeliest manner.

Their team of qualified consultants are vastly experienced in all aspects of UK, Australia and New Zealand immigration and we have all experienced first hand the complexities related to immigration policies and procedures throughout the world.

*As one of the leading UK immigration service companies in the UK we have a commitment to our customers to be contactable whenever they need us. The softphone solution provided by Britannic goes a long way to making this possible.*

Carl Thomas, Director  
Visalogic

### Requirements & Objectives

Visalogic had previous experience with an IP phone system that was purchased specifically for its softphone capabilities. When launched it didn't work and crippled

*Like all businesses, ensuring that our customers can contact us reliably is vital to the service we provide. After some unsuccessful experiences with other soft-phone solutions in the past, I was very impressed with the quality of the system and the level of service provided by Britannic.*

Mark Vassiliou, Marketing Manager,  
Visalogic

the company for a number of days. After numerous attempts to remedy the situation they were still left with an unreliable phone system, not to mention a number of disgruntled customers.

Ideally Visalogic wanted a full IP platform with a good reliable soft-phone system. The main reasons behind this were they have a number of mobile users working offsite across VPNs (Virtual Private Networks).

Visalogic's call handling requirements were very specific. They required a solution that would satisfy all the areas they were looking for. This included mobile and home working through softphones, presence and collaboration. At the same time the solution needed to be able to meet the steady growth and increased staff year on year.



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### The Solution

Britannic were recommended to Visalogic and although they did approach a number of other companies, Britannic came top of their list for strong support and great knowledge, coupled with value for money. Britannic were also one of the few companies who were comfortable dealing with a small start-up business.

Britannic showed Visalogic a number of available VoIP systems all of which were great, however the Mitel coupled with the Your Assistant Server software fitted their requirements perfectly, it ticked all of the boxes and was good value for money.

*“Since moving to the soft-phone solution I have really noticed how it has freed me up in the office environment, thus allowing me to take larger volumes of client and sales calls. I could never go back to a conventional desk phone now I have used this system.”*

Shazmeen Ali, UK Immigration Manager,  
Visalogic

The Mitel solution was chosen due to a range of features that it offers, such as the ability for staff to use soft-phones and mobile twinning, giving them the option of home working.

The Your Assistant Software used by their office workers gives presence and availability, collaboration, directory integration, call handling and management options, multimedia conferencing, instant messaging, incoming caller ID Screen popping and a range of other CTI (Computer Telephony Integration features).

### The Benefits

Visalogics staff base has tripled in the last two years and have found now that training the new staff on both desk phones and soft-phones to be extremely easy. The soft-phones are a hit with the sales staff as they all use wireless headsets, allowing them to multi-task freely around the office while always being available to answer new sales calls.

The Your Assistant software has given Visalogic a number of benefits including a simplified interface to complex communication features, an enhanced collaboration experience, presence and availability of co-workers, increased management visibility and a reliable and resilient communication platform that is scalable easily incorporating new users inline with Visalogic's increased growth.

Visalogic are planning to soon upgrade to the newest version of Your Assistant which will give everyone the ability to dial out from any application including their own in-house CRM system.

Soft-phones are also planned to be rolled out to all staff and retire the desk phones for good.

*“System management via the MITEL web interface is great and the Britannic support systems mean we get help on any problems very quickly from the correct technician every time. Britannic staff are always on hand to help me or anyone else in the office.”*

Craig Hogan, IT Manager, Visalogic