



TRAILFINDERS



THE TRAVEL EXPERTS

Trailfinders are experts in tailor-making itineraries worldwide. Founded in 1970, the company remains privately owned and today has a staff of over 1100 and has made travel arrangements for over 10 million clients. 29 travel centres are staffed by the most expert travel consultants in the industry.

The Solution

Britannic Technologies has deployed 32 IP telephony systems with call centre technology spanning 1100 staff and 26 centres across the UK. The system uses Britannic's netCONNECT CTI to link with the database and provide client details as the calls are presented to the consultants, delivering a personal touch.

It was Britannic who installed our first PBX in a single location with 50 staff and Britannic who were responsible for our recent implementation of our networked call centre, spanning 26 sites and 1300 staff.

IT Director, Trailfinders

Call Recording

Call recording and screen recording are important capabilities in performance management providing incredible insight into calls. Voice recognition and search will be really valuable in the future for improving performance.

Continuity

Britannic has been working with Trailfinders for 23 years and during that time has provided Trailfinders with all their telephony and related equipment. Today Trailfinders'

customers can only book over the telephone or face to face. The phone system is crucial to their business, so resilience and business continuity in the phone systems we install is vital.

The ability to integrate telephony with the rest of our business systems and the CTI software that Britannic have developed for us has been critical to the growth of our company.

IT Director, Trailfinders

Centralisation

Trailfinders has just opened a state of the art travel centre in Exeter. It contains nothing more than a switch, a router and some phones on a desk. Britannic's netX carrier grade SIP exchange drives calls into Earls Court and the hub at Earls Court then directs it out to Exeter. Currently there is a micro world in each location with calls routed between locations as required, but in the future all sites will look like Exeter with centralisation into the BT SIP host in London.

SIP

The ability to deliver calls anywhere over IP is enabling very different implementations and structures. Exeter would conventionally have had an ISDN30 in place, but instead it has a SIP line and a datalink back to Earls Court, enabling advance planning and management of the facility.

The Future

Implementation of the strategic plan developed with Britannic Technologies will provide much better manageability and deliver a very powerful virtualisation model for the future. It will be combined with unified communications to deliver increased productivity particularly for mobile workers.

The Solutions People

We are award winning specialists in IP communications, systems integration and managed services. Our holistic approach to technology enables us to work with our customers and world-leading partners to maximise their investment in ICT.

Partnership

We work in partnership with our clients, ensuring that our technology and services accurately support their business requirements, internal communications and customer expectations. Our approach enables customers to profit from integrated communication technology, maximise efficiency, achieve substantial cost savings and plan for the future with confidence.

Best of breed

We were founded in 1984, and have developed our position within the fast evolving telecoms market place by partnering with world leading manufacturers and service providers to deliver best of breed solutions to organisations throughout the UK, constantly underpinned by our total commitment to customer care and integration capabilities.

Software development is one of the cornerstones of our business. Today we are one of the largest and most technically able independent communications companies in the UK, providing both national and international solutions. We specialise in IP Communications, Networking, Systems and CT (Computer Telephony) Integration and Applications Development.

Quality support

From our headquarters in Guildford we directly support in excess of 1,400 organisations in a wide range of areas across the public and private sector, with customers such as the BBC, WWF, Trailfinders, CitySprint and BDO.

Consolidation

We are focused on providing our customers with quality products and services that support and enhance their business requirements - with a structured development path for the future. Our approach enables our customers to rationalise their suppliers and service providers with a partner who has the technical and

commercial expertise and desire to take ownership on behalf of our customers.

Customer first

We are committed to keeping pace with the evolving market place and continuously improving the products and services we offer our customers. We have implemented BS EN ISO 9001 as the model for our Quality Management System - which provides the framework to monitor our development and support our highly customer focused approach to business. Our 'customer first' ethos has created strong relationships, many of which now span 20 years.

Award winning

We have a vision to succeed through partnership with our customers, suppliers and staff to exceed expectations and meet future market requirements through innovation and development. This approach has helped us win many industry awards.

How we deliver a more efficient, resilient, flexible, adaptive, manageable & cost efficient ICT infrastructure:

- Needs assessment & requirements evaluation
- Vision creation
- Audit existing environment
- Gap analysis
- Creation of migration plan/phases and associated strategies
- Execution of the phased plan
- Ongoing management & development