

CASE STUDY

HW FISHER & CO.

Drawing on Britannic's strategic consultancy and solution design services, HW Fisher & Company has transitioned to a resilient Mitel UC environment and facilitated closer team collaboration for its accountants.



britannic
technologies

Discovering new ways of working with Mitel MiCollab

HW Fisher & Company has deployed a managed suite of unified communication services that serves 300 employees across two sites. Accountants at the London firm now resolve internal requests and client issues faster and more effectively using the Mitel MiCollab suite of tools, both in the office and on the go.

Communications overhaul

The London accountancy firm offers a personal, partner-led service to entrepreneurial SMEs, large corporates and high-net worth individuals. However, its business communications processes needed refining to match its clients' and Partners' forward-thinking ways and vision of faster, more flexible service.

With the firm's legacy telephony system cumbersome to use, costly to maintain and difficult to manage, HW Fisher & Company set out to introduce hassle-free, integrated communications technology for streamlined internal and external communications that could support new, efficient ways of working.

IT Director, Tony Blonk explains, "We were holding on to our old system longer than we should have. Maintenance and support costs aside, it didn't provide the features and functionalities that we now require. Our teams need a choice of tools that help them to deliver business and client services more quickly and that make their work day easier".



The Solution

Britannic assisted HW Fisher & Company in ascertaining its technology needs in a series of workshops and, guided by the firm's desired business outcomes, helped define the functional requirements of the new solution. The blend of strategic advice, examples of best practice projects and approaches, and close cooperation has laid the foundation for a productive UC solution and lasting technology partnership.

HW Fisher & Company's UC solution is built on a Mitel IP platform along with SIP routing through Britannic's netX SIP exchange platform, and runs across a switched Ethernet network. MiCollab provides extensive collaboration tools.

The Technology



Mitel 3300 ICP gives HW Fisher & Company a single seamless communications solution that is easy to manage. Scalable and future-proof, the platform allows for simple adds, moves and changes as and when required.

MiCollab

The Mitel MiCollab suite is the accountants' game changer, providing presence, messaging, screen & content sharing, audio, web and video conferencing in one client. A thorough change management plan ensured positive user adoption.

netX

netX SIP exchange achieves cost savings with free internal calls and low-cost external calls, provides resilient routing and allowed the firm to retain existing DDIs. The savings potential was illustrated by an initial financial analysis and infrastructure audit.

Sharing and collaborating

300 employees across the firm's London and Watford sites now pick and mix those MiCollab features that help them work most efficiently. They can dial out from their screens, conduct audio and video conferences, send IMs, work on documents together with screen share and take remote control of desktops for effective virtual collaboration. This has simplified administration, elevated collaboration regardless of device and location and shrunk travel time and expenses.



“Our teams have actually discovered new, productive ways of working using MiCollab. Screen sharing and remote desktop control are particularly valuable features, to make faster, more informed and timely decisions. Audit teams at client sites that traditionally had to return to the office to obtain sign off by a Partner, for example, can now do so remotely and deliver against client requests sooner. It really saves the teams a lot of time.”

Tony Blonk,
IT Director,
HW Fisher & Co.

The Results

The new UC environment allows HW Fisher & Company to continue to deliver excellent accounting services in line with client expectations - a strength that, combined with its entrepreneurialism and practice specialisms, puts the firm within the top 25 ranked UK chartered accountancy firms.

“The solution has proved to be a success with positive feedback from staff, who creatively use the collaboration tools to maximise their functionalities”, reports Tony Blonk. “It has prompted innovation amongst teams and it is refreshing to hear staff advising each other on usage, and pushing my team to do more of this. As a result, we have improved communications amongst employees and clients, increasing efficiency and productivity.

Clients have even commented on the new methods and the general improvement in client service, which goes to show that our new solution and approach put us on a par with the kinds of applications our clients like to use”, he concludes.

99.999

Service availability
percentage

300

Users collaborate
virtually with
colleagues and
clients

1

All UC and
collaboration features
delivered from one
robust platform

LET'S SHARE SOME IDEAS.



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