Case Study

Solution
Telephony Solution
Mobile Device Management (MDM)

Sector
Maunfacturing

Location
Livingston, Scotland

UK's leading cooling & heating Manufacture calls on Tela to unify Its communication



Mitsubishi Electric is a world-leading supplier of energy efficient air conditioning systems. Originally founded in 1921, the company has almost 100 years of experience in providing reliable, high quality products to both corporate clients and general consumers all over the world. Mitsubishi Electric Air Conditioning Systems Europe Ltd was established in the UK during the 1980's and has grown to become one of Britain's foremost manufacturers of cooling and heating products. The company commitment to reducing energy consumption and carbon emissions stands at the core of Mitsubishi Electric's commitment to the environment. In order to achieve this, Mitsubishi believes the need to change touches all those involved in the development of new technologies.

MITSUBISHI ELECTRIC
Changes for the Better

"Replacing a new telephony system across the whole organisation is always a daunting process, however Tela has made this implementation as simple as possible with no hitches."

Kim Tang, Snr IT Manager

The Challenge

Mitsubishi's existing legacy Meridian Option 11 PBX system was coming to the end of its life, leaving Mitsubishi to seek a replacement solution. Mitsubishi was looking for not only a replacement voice solution but one that would accommodate for its evolving requirements, namely the ability to offer mobile working that utilises collaboration for managing the day-to-day support for greater efficiencies and flexibility across its core businesses.

Working closely with Mitsubishi, our Unified Voice specialists recognised that the existing system was detrimental to the business. Maintenance and hardware parts cost escalated significantly as the dated system was at the end of its life. A business unification approach was needed to find an innovative way of providing the solution value that Mitsubishi needed to enhance their business communication needs.

"I fully recommend One Net Business and Tela to any business."



Industry:
Manufacturing - Air Conditioning Systems

Number of Users & Sites:
313 Users
5 Sites

Hardware Solution:
205 Cisco 514G
60 Handsets only
48 Handsets & Cisco 514G

The Solution

Tela invested considerable time understanding Mitsubishi's current set-up so it was more than able to fully demonstrate how it would improve and benefit using the proposed solution. Tela proposed a Unified Voice (Mobiles & Fixed) solution from Vodafone called One Net Business (ONB). This solution was deemed an excellent fit for Mitsubishi's requirements for today whilst at the same time offering scalability and flexibility for future growth.

The majority of Mitsubishi's engineers and consultants are not always desk-based but require real business necessity to be contactable at all times while out of the office. With ONB solution, employees can stay connected and work productively whenever or wherever they are without any limitations around access to vital resources. Not only does the ONB solutions meet Mitsubishi's requirement, monthly operating management expenses have been reduced and the overall customer experience improved noticeably.

ONB system has been in place at the company's Livingston HQ in Scotland since June 2015, which has been a complete rollout success. Mitsubishi has chosen to fast track the implementation of ONB system at its other sites with the last completed rollout at its AC4 logistics site. The company's employees have been impressed with how user-friendly the system has been to operate.

Mitsubishi selected to partner with Tela to deliver the project. There were a number of sales challenges that Tela had to overcome to enable a smooth project delivery. The consultative sales process began with a series of workshops that was split into 3 phases:

Costings workshop to ensure Mitsubishi could justify the costs of ONB,

Technical demonstrations to ensure ONB was a fit for the Mitsubishi business model and;

Fully project managed to ensure smooth transition from their old system to ONB.

The critical to success in the project was not only in the solutions ability to meet the customer requirements but down to the Tela team investing resources and time with all the staff at Mitsubishi to understand exactly how they needed to work.

The Results

Mitsubishi has been able to benefit from using ONB system in a number of different ways including:

- Hugely improved overall customer support and experience.
- Lower costs: Mitsubishi has reduced costs by over 30 per cent through the deployment of ONB
- One unified solution: Single system and single support - All fixed and mobile elements are wrapped into a single contract that's managed by Tela for improved transparency and increased cost control
- Freedom and flexibility: Users can now make unlimited calls to multiple sites without incurring additional cost and with flexibility to integrate Office365 and One Net Business collaboration in the future
- Guaranteed reliability: One Net Business delivers a 99.9% SLA guarantee, giving Mitsubishi resilience and peace of mind

One Net Business Unified Voice Solution Success Story

Customer Summary:
Mitsubishi Electric is a world leader in air conditioning systems for residential, commercial and industrial use.

Business Challenge Summary:
To update the lagacy telephony platform to increase operational efficiency and create a flexible mobile working communication environment.

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