



XELION PROVIDES ONE-STOP TOTAL COMMUNICATION SOLUTION FOR SMITH CONSTRUCTION NEW HEAD QUARTERS

Smith Construction Group Ltd
www.smithmk.co.uk

Industry:
Construction & Sustainable Engineering
Services

Sites:
Head Office
Licensed Waste Transfer Site
Plant & Vehicle Fleet

Software & Hardware Solution:
Xelion Desktop Client
Cisco SPA504 Desk Phones
Polycomm IP500 Conference Phone
Gigaset R630 Dect Cordless Phones

Customer Summary:
Smith Construction provides specialist
construction, civil engineering and all
aspects of groundworks projects.

Business Challenge Summary:
To provision a future-proofed, scalable
communication platform to increase
operational efficiency across the whole
group.

Customer Overview

Smith Construction Group Limited have been providing Bedfordshire, Buckinghamshire and Northamptonshire with quality construction and sustainable engineering services for over 20 years.

Formed in 1994 the company is now a multi-faceted organisation working with both Public and Private sector clients providing groundworks, civil engineering, haulage, supply of materials, earth moving and waste management.

Business Challenge

During late 2015 Smith Construction Group embarked on a project to move to a new Head Quarters ready for trading at the start of 2016. Communication and IT systems formed a vital part of the project, with a requirement to maintain all contact numbers whilst sourcing a future proofed platform to allow the business to grow whilst continuing to offer outstanding customer service.

Smith Construction found an ideal location very quickly and put a project plan in place that would see operations start on the first working day of 2016. The short project timescale meant they needed quick, efficient and comprehensive support for specifying and installing their chosen solution.

The Solution & Outcome

PMGC listened to the goals of the Smith Construction Management Team and quickly understood the complexity of the various business services they offer. PMGC were able to recommend the one-stop communication platform – Xelion to support the roles of all employees whether desk-based, working at Waste Transfer Plants or at customer sites delivering machinery, materials or ongoing projects.

PMGC presented Smith Construction with a business case that demonstrated a future proofed solution that would deliver an ongoing return on their investment.

The go ahead was given just a few weeks prior to Christmas and the PMGC technical service delivery team swiftly developed a project plan with to meet the deadline. ISDN number transfer and system testing was carried out over the Christmas holidays and the Xelion communications solution successfully went live on the first working day of 2016.

Smith Construction Group has been able to benefit from using Xelion system in a number of different ways including:

- Cost efficiency of unified platform will continue to enhance business profitability
- Updated working practises has increased productivity, gained workflow efficiencies and enhanced employee motivation.
- Created a future-proof communications platform for continued business growth.
- Enabled enhanced communication practises to support off-site projects and real-time planning.
- Improved customer call handling and fewer missed calls has increased customer satisfaction.

Key Xelion features used at Smith Construction Group:

- User Presence
- Instant messaging
- Call queuing
- Automatic overflows for unanswered calls
- Call pickup
- Customer time of day routing to accommodate the amount of staff at off peak times
- Music on hold
- Call recording

“The deployment of Xelion at our new headquarters has enabled us to use the latest technology on a daily basis and future proofed our business investment.

The one-stop soft-phone solution has delivered functionality to enhance the flexibility and responsiveness of our operations and customer service teams.

Our clients and staff are empowered knowing they can reliably make and receive calls or messages from each other in real-time.”

John Banks
Commercial Director
Smith Construction Group Limited

Get in touch! Call us on **01675 620500** to arrange a live demonstration or to find out more about Xelion Telephony Solution.

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