



The Corporate Intelligence Service Executive Summary

The Corporate Intelligence Service (CIS) are a London based intelligence company with 25 years experience, offering surveillance, personal security and data protection.

Challenge

- Retain existing business numbers whilst relocating across London
- Separate invoices for different trading companies within same group
- Relieve congestion at switchboard

Solution

- Hosted PBX system
- Feature-rich system with unified communications
- Hunt Group and Pick Up Groups

Business Result

- Simplifying billing and improving efficiency
- Lowering monthly costs

Hosted IP Telephony Implementation from 01 Telecom Unifies Communication for The Corporate Intelligence Service.

The Corporate Intelligence Service Ltd

Process Servers specialise in serving Court documents with more than 40 years experience. During this time they have built up a network of competent agents throughout the country and have their own highly experienced agents working in London. Process Servers also offer a complete range of other litigation support services and act as Process Agents for overseas companies wishing to do business in the United Kingdom.

Challenge

CIS were moving offices and relocating across London. One of the key concerns when moving was to ensure they keep their existing published business numbers. The London area code number had been attached to the business for 25 years and so retaining it, without incurring costly recurring divert charges was vital.

“Handling calls efficiently is crucial to us. If the caller gets through to the wrong team then the lead could be wasted”.

Piers Erskine - Director, CIS

CIS wanted to make more efficient use of their staff and were keen to embrace new technology in order to achieve this.

“The Hosted Telephony solution from 01 Telecom enabled a seamless transition of telecommunications from Marylebone to Islington”.

George Verghese - Director, PS

There were several separate companies operating out of the same office: CIS Limited, Process Servers and Intelligent Forensics. All were keen to find a system that allowed them to have some common features, such as receptionists, but retain some individual features, such as billing, separate.

All incoming calls came through to one phone and so had to be answered in one physical place. This meant that the main receptionist and switchboard regularly became very congested, resulting in calls being missed and inefficient use of the available employees.

Solution

01 Telecom provided CIS with a complete Hosted Telephony solution. The high performance, business class 01 Telecom Hosted Telephony service delivers a complete suite of enhanced PBX functionality over business grade broadband connections without the need for expensive on site PBX equipment. With the 01 Telecom engineers fitting the new office with CAT5 cabling, the project was implemented rapidly over 3 weeks.

CIS's business operations did not miss a beat because 01 Telecom had timed the porting of their existing numbers with the move in date to ensure that as soon as they opened for business on Monday morning calls could be answered. CIS's numbers were successfully ported into the 01 Telecom network and so recurring divert charges were avoided.

An immediate benefit was that CIS had all elements of the telecoms spend on a single invoice, accessible with online reports and site (business) breakdowns. This was particularly important for the sister companies also now operating out of 333 City road because it was now clear of the spend of the individual businesses.

01 Telecom set CIS up with a Hunt Group, which meant that incoming calls could be answered by any one of three dedicated reception phones. An after hours service was also installed, which has given CIS much greater flexibility when



dealing with particular calls after employees have left the office at the end of business hours.

Today, CIS is realizing multiple business benefits from the 01 Telecom Hosted Telephony solution. The system has simplified the Intelligence companies administration, while bringing all businesses together into one integrated system with centralized reception, unified voice mail, and direct dial numbers for all employees.

“We needed to be able to answer our calls in more than one office location.”

Piers Erskine - Director, CIS

Streamline Your Communications with 01 Telecom Hosted PBX

To find out how 01 Telecom can bring enhanced communications services to your business, go to www.01telecom.co.uk.