



New telephony solution important element for the merger of commercial schools



The commercial school Sjælland Syd has in connection with the merger invested in a Philips communication solution delivered by NW Gruppen Ltd. In combination with the newest software from Miralix the solution constitutes an important element in the process of providing physical as well as logical coherence in the company structure.

The solution contains:

- 3 x Philips SOPHO @vance 3030 telephone system
- Miralix DND-Robot
- 4 x Miralix NW Email & Calendar
- Miralix 3000 server
- 4 x Philips SSV60E switchboards
- ErgoLine D325 sets
- Only one CPU!

One of the reasons why the commercial schools, Næstved and Vordingborg, decided to merger, was among other things to enhance the efficiency and to optimise the external service level. Thus, the commercial school Sjælland Syd was founded (henceforth the commercial school), which today has 220 employees situated in three different education centres: Næstved (City), Næstved (Holsted) and Vordingborg.

SHARED DECISION

A working group consisting of administration employees from each education cen-

tre decided, what features the telephony solution should contain. *“After an analysing phase, we determined, which features the solution should contain. It was important for us that we had an unanimously decision process since this was the first large project in connection with the merger”* says IT executive for the commercial school, Søren-Ole Andersen. Furthermore, he points out that they wanted to underline the conformism in the company by investing in the same telephone sets for everyone. Therefore, the multifunctional Ergo-Line D325 telephone sets were purchased to place everywhere, *“from student phone to school executive”*.



PHILIPS

Moreover, this was an advantage since it is easier to perform an entire replacement ones, as well as to administrate the programming and maintenance of the nearly 100 telephone sets, which all have the same setup.

TAILOR MADE COMMUNICATION SOLUTION

There were several reasons why NW Gruppen was chosen as supplier: Firstly, they presented themselves as total supplier, hereby taking the full responsibility for the project. This meant that they would take care of coordinating the project, "including those cases, which could be considered borderlands towards external suppliers who already were involved in the project", says Søren-Ole Andersen. Secondly, they gave a quotation of a tailor made communication solution that precisely met the commercial school's needs.

"From the beginning, Ole Holmgaard from NW Gruppen has been magnificent to find a solution that precisely fits us," Søren-Ole Andersen points out. *"Furthermore, in the opening phase he gave very good counselling and we used about a month with analysing and description, which is essential when you start such a comprehensive project".*

Likewise, the telephone system from Philips was the one that best fulfilled the needs of the commercial school. The reason for the choice was partly that the telephone system offers a wide range of professional facilities and gives the user optimal communication freedom. Partly because Philips SOPHO @vance telephone system is built in a modular way, which gives the possibility of integration and connection with other products. The commercial school has made use of this possibility and has among other facilities had Miralix NW Email & Calendar installed at several users. *"This email and calendar integration, which the solution enables, is one of the technical elements I appreciate very much"*, says Søren-Ole Andersen. Furthermore, he mentions Miralix DND Robot as one of the products, which the commercial school uses a lot. DND stands for *Do Not Disturb*. What the robot does is that each employee automatically controls his or her extension via the calendar. It is namely possible to set the telephone in *"Do Not Disturb"* or *"Follow Me"* to e.g. the mobile phone or Voice Mail, which saves the operator both time and work.

FLEXIBLE AND EFFICIENT PLANNING

Moreover, he is very satisfied with the service level NW Gruppen has provided. *"Because we are a service company it has been necessary with a great amount of flexibility from NW Gruppen in order for the project to succeed"* he says.

The 1st of October the contract was entered and already by the 3rd of January, when the students returned from Christmas holiday, the telephone system should be in operation. This meant quickly and efficient planning to implement the telephone system in time. Still most of the work took place during the Christmas holiday. *"Erik Jensen from NW Gruppen sacrificed a week over here so that everything worked perfectly when we came back in January. Without flexibility and an unfailling good will to make things work, we had never made it"*, says Søren-Ole Andersen and points out that one of NW Gruppen's great forces is *"Extremely fast performance and adjustment of small corrections"*.

Søren-Ole Andersen does not conceal that the investment in and the implementation of a new telephony solution have had a particularly great importance because it is the first large project after the merger of the commercial schools. Therefore, he is happy and relieved to have found a supplier with whom the co-operation has worked out irreproachably in every way. *"When NW Gruppen provides us good service, it means that we can give our customers a satisfactory service and that is what it is all about".*

ABOUT MIRALIX

Miralix develops software for the integration of telephony and data making the working process easier and improving efficiency in the company.

Miralix is formed out of NW Gruppen Ltd. and situated in Vejle, Denmark.

NW Gruppen Ltd. has a great knowledge with and experience in designing communication solutions that are future and quality proof.



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