



BT Cloud Voice Case Study

Challenges

Gettech needed to deploy circa 50 office based staff to work from home as a result of the Covid-19 pandemic, but also ensure that IT and telephony was seamlessly available to all those employees that required it.

Solution

BT Cloud Voice.

Result

- **Quickly and seamlessly facilitated full telephony for circa 50 users to work from home.**
- **Removed the need for complex and costly call diversion.**
- **Utilised the power of the BT Communicator App to mirror users' desk phones.**

BT Cloud Voice makes remote working a breeze at Gettech

It became clear that there was going to be a need to deploy circa 50 office based staff to work from home during the Covid-19 pandemic but ensure that IT and telephony was seamlessly available to all those employees that required it.

The decision to relocate employees to home working had been carefully planned but with the ever-changing situation it wasn't clear when it would be implemented. It was important that when the time was right that there would be little or no disruption to provide a service to customers and resellers.



The solution

Getech had already installed BT's Cloud Voice hosted telephony to replace a legacy telephone system running over the soon to be discontinued ISDN30 service. At the time the core reason was to save money by removing the need to pay for expensive software upgrades, system maintenance and ongoing line rental as well taking the opportunity to refresh the telephone handsets.

One of the key benefits of the Cloud Voice solution was the fact the service was totally cloud based with no reliance on office/Comms Room hardware. This meant that when the Work From Home decision was made, staff could effectively unplug their handset from their desk, take it home and connect it to their home router and the phone would work exactly as though it was still in the office. In addition, this meant that unlike traditional legacy systems there was no need to set up any call diversions to home numbers or mobiles, which can be complex and need the assistance of the maintainer to carry out configuration per extension, adding another layer of time and complication to moving staff to Home Working. Call diversion isn't cost effective as the customer pays for the re-routed leg which can mount up. Something every business wants to avoid in the current climate.

Several of the sales team, who already worked from home on occasions were already making use of the BT Communicator app via the Collaborate licence. BT Communicator is a self-install app which runs on iOS and Android smartphones that directly mirrors the

configuration of the user's desk phone including extension number, DDI and voicemail. All Getech's other users were enabled with the Connect licence, ideal for staff who are office based, and the business was planning on arranging them to take their desk phones home when the time came. However, BT announced that under the circumstances they would release the Communicator app free of charge to all Cloud Voice users until 30th June 2020, which meant everyone in Getech could install the app on their personal smartphones. Getech's Facilities Manager, Ian Sharman, was able to quickly and easily configure the additional features on their extensions via the Cloud Voice portal and working from home was deployed with 24 hours' notice to staff.

With effect from 24th March all office based staff were working from home and Getech was able to continue operations and business as usual.

There was no break in service, no cost to engage with a system maintainer or arrange inflexible diversions at network level and no ongoing costs to pay for diverted calls, a hidden cost that we know has caught several organisations out. Getech were able to quickly and easily deploy either the BT Cloud Voice Communicator App on personal mobiles or utilise the office desk phones at home without incurring any additional costs.

If you would like to know more about BT Cloud Voice and the benefits to your business both in the short term during the Covid-19 pandemic, providing a work from home telephony solution and in the longer term to take advantage of the features and savings available, please don't hesitate to contact our BT Sales Team.



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