

SMITH – FUTURE PROOFED THE BUSINESS

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.

Grow whilst outstanding customer service

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.

Ongoing return on investment

Xelion understood the complexity of the various business services they offer. The one-stop communication platform of Xelion support the roles of all employees whether desk-based, working at Waste Transfer Plants or at customer sites delivering machinery, materials or ongoing projects.

After 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 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.

Future proofed business investment

Johan Banks, the commercial director says: "The development 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."