

Client Case Study

AYRTON GROUP

INTRODUCTION

Ayrton Group are Ireland's best-established Consultancy, Safety, Training & Staffing Solutions Organisation, providing Consultancy and Training Services to all sectors of Irish, UK and European industry.

Since 1993, we have assisted many companies throughout the country with organising their procedures, policies and training requirements, to assist them in reducing workplace accidents and to ensure they are compliant with legislation, as well assisting in running their operations.

On our Safety Staffing Solutions side to the business where we provide a managed professionals service to clients where they place project managers, engineers, architects, managers, safety professionals and consultants on a part or full-time arrangement with the client to service their specific needs or project. These placements range anything between 1 week and 24 months.

Our business model and philosophy are simple. "Regardless of what service we provide you with, we strive to provide our clients with the best professional service available at a competitive price." Our expert professionals, safety consultants and instructors can provide you with the practical solutions for all your health and safety training and consultancy requirements. We are a nationwide provider of award-winning safety training and consultancy services, with offices and purpose developed training centres in Dublin and Cork.



RESULTS

The telecoms system overhaul that GoldStar have provided for us has hugely increased our flexibility and efficiency. In the face of the challenges of remote working and an ever changing working environment, we now have a system that is simple and easy to use. Location is no longer an issue for any member of the team.

We are fully supported by the GoldStar Support Team, who provide a prompt and excellent service that swiftly resolves any technical issues.

GOALS

By working with GoldStar Telecom we hoped to create a future proof system that was easy to use and provided us with a better solution for daily call handling. We also needed the system to provide advanced reporting and analytics.

CHALLENGES

Before working with GoldStar Telecom, we lacked a secure and stable telecoms system that would connect our offices, and also meet the challenge of connecting staff who are working remotely. Not only did we face the challenge of needing to control our calls, but we also needed to be able to customise call reports and conduct thorough analysis of that data.

HOW PRODUCTS HELPED

After a thorough consultation with GoldStar, the iPECS UCP100 System was implemented in the head office, along with Mobile UC Clients for remote workers. The Mobile UC App allows us to be completely flexible and to perform at optimal level irrespective of location or device.

We can now integrate into the iPECS Platform and use the data and system functionality to deliver greater insight and control to our communications platform. We cover call reporting, recording, desktop call control, contact centre management and outbound dialling.

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MULTI BRANCH DEPLOYMENT

GoldStar implemented a multi branch deployment between Cork and Dublin enabling Ayrton Group to seamlessly transfer calls between the 2 sites at no extra cost.



UCS

GoldStar deployed several UCS for remote workers. Unified Communications for your Mobile Phones - This is Designed with the user experience in mind, Unified Communications is a suite of collaboration tools such as Video, Chat/Instant Message, Online Presence, Conferencing with desktop sharing that enhances business communications for remote working staff or those located across various office locations.

The UCS Smartphone App allows for an integrated online presence using video and instant messaging. It also allows users to transfer calls to other users. This has helped tremendously in keeping staff connected remotely

GoldStar Telecom offers a suite of UC collaborative tools which enable staff to be more effective and flexible in their daily activities, irrespective of their location. Whether sharing information, connecting with a colleague or determining how best to contact someone, GoldStar Telecom collaborative software provides the accessibility and transparency needed to get the task done.



- **Customers and team members can contact remote users as if they are in the office.**
- **Track the number of calls each team member is making or receiving.**
- **Team members no longer need to use their personal mobiles when calling customers/suppliers.**
- **Remote workers can also opt to record calls at all times**
- **Access voicemail on the go at all times**

VOIP

Staff can now answer and make calls from their mobile devices via the office VOIP account reflecting the office number and not the users personal mobile number. Connectivity has never been easier and using only 1 provider across all platforms!

- **Greatly reduced our rental charges**
- **Cheaper call costs**
- **Superb quality of calls**
- **Free internal calls, even between our Dublin and Cork branches**
- **Easy set up and training**
- **Portable contact numbers for employees**

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