



Industry: Software applications
Installation: 5 ShoreGear voice switches,
50 IP phones, 20 SoftPhones
Date of Install: November 2006



Challenge:

An aging PBX was costing InterSystems too much money in maintenance, while offering too little flexibility.

Solution:

ShoreTel provided InterSystems with an end-to-end IP telephony solution, including switch, connector and phones.

Benefits:

- Immediate cost savings on old system achieved by leveraging corporate investment in IP network.
- Robust features improve internal and external communications and enhance productivity and customer satisfaction.
- Failover capabilities of ShoreTel system mean calls always get through, even if one site goes down.

GLOBAL SOFTWARE COMPANY MAKES THE CONNECTION WITH SHORETEL

InterSystems Corporation Replaces Ageing PBX System with IP Telephony for Tremendous Savings and Enhanced Communications

Founded in 1978, InterSystems Corporation is a global software company. Its advanced database and integration technologies enable enterprises to speedily create, deploy, run and connect applications. The company specialises in sophisticated large-scale systems used by tens of thousands of people, running billions of database transactions a day; however, its systems also support smaller needs. Its Caché product provides a rapid development environment for complex applications that run on minimal hardware with little or no system management. Caché is the world's number one database in the healthcare industry, and it is also widely used in other demanding sectors. In addition, the company's Ensemble product makes it easy to breathe new life into existing applications, combining integration, data, application, and portal server technologies into a single, seamless environment that delivers fast results.

Headquartered in the US, InterSystems has a worldwide presence with offices in every major geographic region and customers in over 88 countries. The company's UK office, which employs 50 people, is near Windsor in Berkshire.

TIME FOR A CHANGE

InterSystems decided it was time to adopt a new phone system for its offices in Eton when the high-maintenance cost of its existing PBX system became increasingly apparent. The company decided to focus on achieving cost savings by converging telephony and data over its existing IP infrastructure.

"We had our US head office for reference, which was already using a system from ShoreTel," says IT Manager Alex Needham. A demonstration in the UK office by a local ShoreTel channel partner was enough to convince Needham that benefits could be realised similar to those already achieved in the US.

The decision to migrate from the existing Nortel option11 PBX to ShoreTel VoIP products was based around three key drivers, says Needham: "ShoreTel offered us the ability to leverage the existing corporate IP network, plus the ability to failover to the US system. Lastly, as the choice of our corporate parent, it offered proven business benefits."

CHOICE FOR THE FUTURE

The implementation of ShoreTel products was started in November 2006 and included the deployment of one ShoreGear-120 and two ShoreGear-60 voice switches, a ShoreGear-E1 switch interfacing to BT PSTN, a ShoreGear-E1 integrating the ShoreTel system to the legacy Nortel PBX, a distributed voice services server, and over a dozen ShorePhone IP 230 phones. After the initial deployment and a phased migration from the Nortel PBX, an additional three dozen IP phones were added to the deployment, in order to support all of the company's users.



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– Alex Needham
Information Technology Manager,
InterSystems

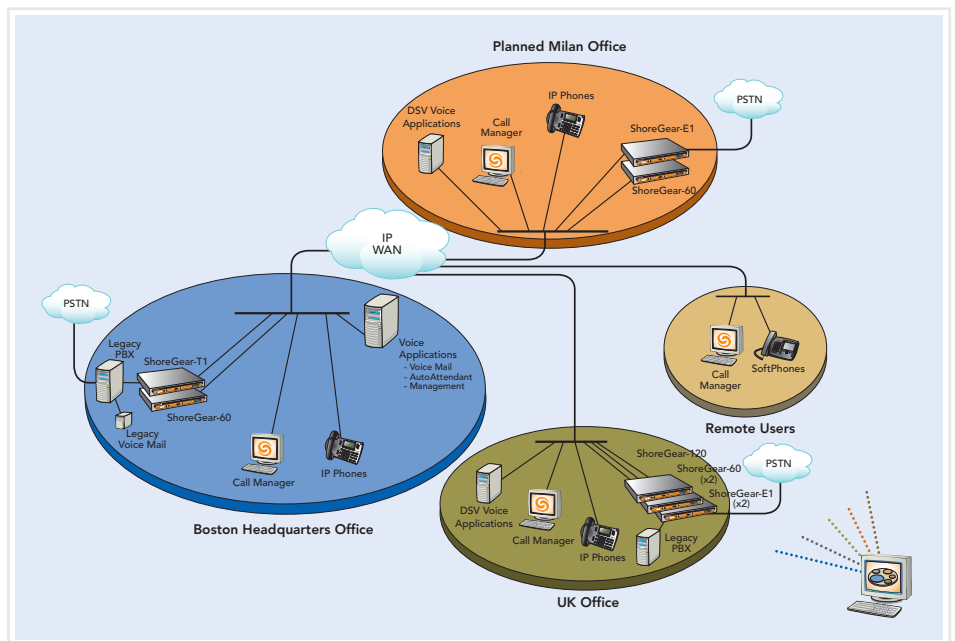
EASE OF USE AND RELIABILITY LEAD TO IMPROVED PRODUCTIVITY

So satisfied is the company with performance thus far that Needham says it is reviewing options to install ShoreTel systems in Italy, Finland and South Africa. Needham says key features of the new system include Call Manager, Hunt groups, SoftPhone and Workgroup applications.

“Of particular value has been failover of outgoing calls,” he says. “If the UK trunk is down, calls flow out through US system. We also value the integration with our legacy Nortel investment, as well as support from Mapesbury Communications in working through the implementation phase, allowing us a gradual cutover, with the use of off system extensions allowing a simple way to migrate users.”

Another important immediate benefit, says Needham, was the improved inter-office communications the company realised, thanks to an internal dial-plan that now routes from UK to US.

“We’ve got voice mail that is easy to respond to, as well as click to dial,” says Needham. “We’re especially delighted with the voice mail to e-mail feature. It’s great too that the operator can see the status of each user via a quick glance at the button box.”



InterSystems deployed five ShoreGear switches, 50 ShorePhones and 20 SoftPhones in their UK office, expanding an existing ShoreTel system headquartered in Boston, USA. Further expansions are planned across Europe.

SAVING MONEY

Cost savings have also been an early gain from the move to ShoreTel. “We’ve certainly reduced system management time and lowered call charges since 50% of internal calls now flow as IP traffic,” says Needham. “Important too is my belief that the system and its distributed approach will allow easy future growth. When it comes to adding new users and new locations, we expect things to be straightforward. The bringing in-house of the management of user moves, adds and changes saves a lot of effort.”

Also helpful to the business, says Needham, is call routing and trunk failure protection, and the use of off-system extensions. “I’m well satisfied with the ShoreTel solution so far, and its implementation has been straightforward with no lost calls,” says Needham.