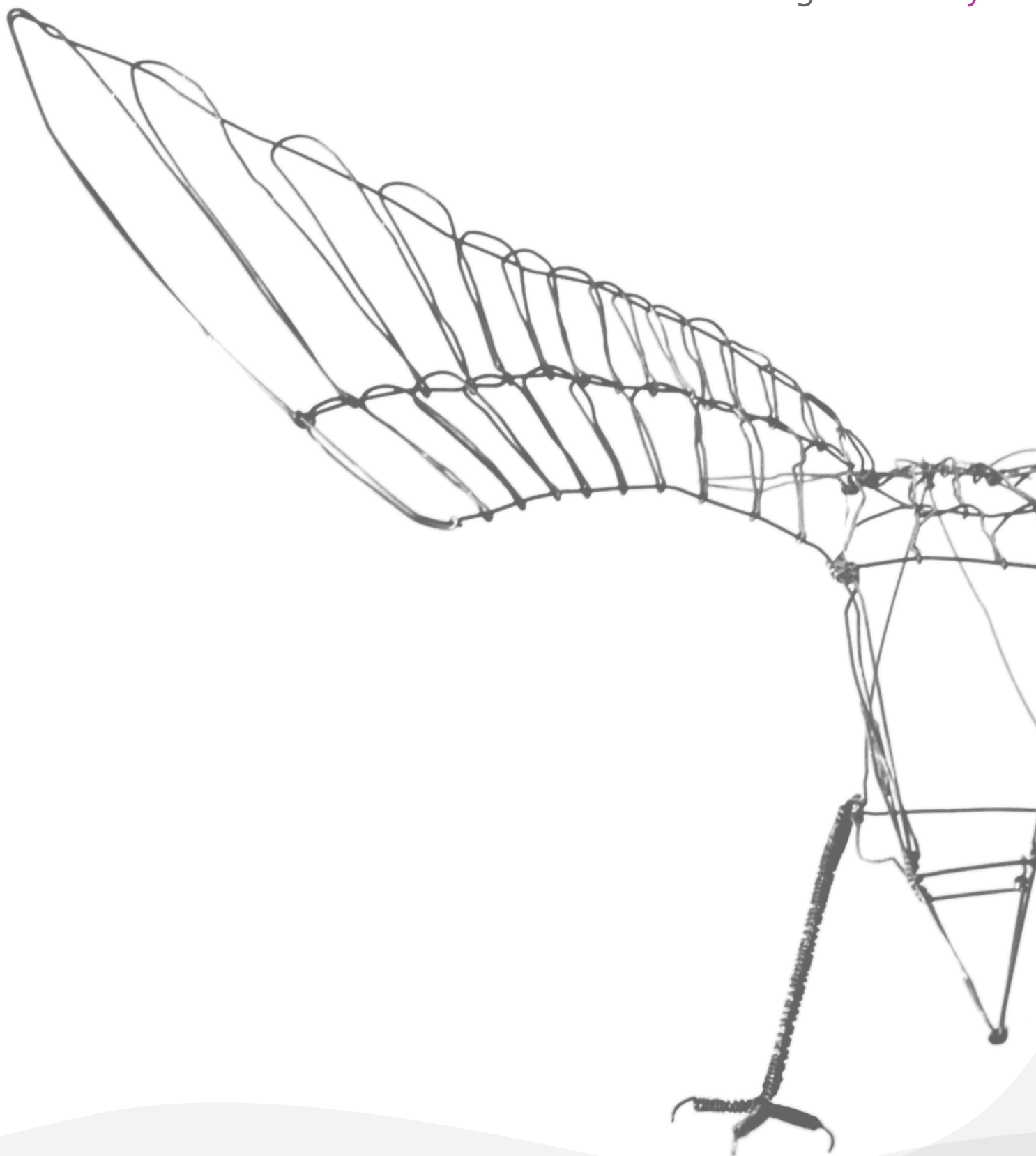




WIREBIRD

John Laing Case Study



Wirebird gives voice to John Laing

With the support and expertise of Wirebird, voice and data convergence experts, John Laing plc has successfully introduced a VoIP network which is now at the heart of the company's international converged communications infrastructure.

Not many modern day companies can lay claim to the fact that they were formed 20 years or so before the first telephone was invented. 160 years on from their establishment in 1848, John Laing plc now uses the very latest voice and data technology to help its staff communicate internally and externally.

Established near Carlisle in the north of England, originally to undertake tasks such as fixing gutters and plastering walls, John Laing has subsequently grown to handle multi-million pound building projects. The company is now a specialist owner, operator and manager of public sector infrastructure assets, both in the UK and internationally. John Laing operates globally and as such needs to manage a range of administrative and communications services across more than 60 offices.

As expansion of the business has continued in recent years, so has the need to move with the times, establishing a modern telecommunications infrastructure based on state-of-the-art communications technology at costs which are not only affordable but containable.

"There was a danger that by opening one office after another the costs and complexity would simply go up and up, particularly as we were dealing with various telecoms suppliers," explains Dylan Jones, IT Director for John Laing. "Maintenance and reliability were always becoming pressing issues.

"We simply didn't want more of the same because communications technology is developing all the time. What we needed was uniformity and simplicity; a single network providing exactly what we needed at costs that were less than what we were originally paying."

"And by simplifying the operation, everyone in the company would be using a common communications platform which would offer more than the ability to talk."

Dylan and his team had previously introduced and implemented an MPLS network, so (VoIP) Voice over IP appeared to be the obvious and best alternative.

Support for John Laing with the VoIP project has come from Wirebird, specialists in voice and data convergence. The IT consultancy, which provides a range of voice and data solutions, designed and installed the system on time and below budget.

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John laing
making infrastructure happen

The Wirebird Effect

Wirebird played an essential role in the installation of a Mitel IP solution, selected by Dylan and his team as the best available system for John Laing's needs. This included the Mitel 3300 IP Communications Platform (ICP), Mitel Nupoint Messenger – centralised voice mail system, Mitel Enterprise Manager, Mitel Live Business Gateway and Microsoft Office Communicator.

Wirebird deployed the Mitel 3300 ICP at John Laing's UK offices, starting with Chingford in November 2007, and then subsequently rolled out the solution to the company's offices in Vancouver, Toronto and Singapore, resulting in cost free internal calls between sites.

The Mitel IP solution has enabled the IT team at John Laing to manage the telephone system more effectively through the use of the Mitel Enterprise Manager which gives them the flexibility to manage all the sites from one location. With 'moves, adds and changes' now simplified the IT team can focus their efforts elsewhere.

John Laing employees work from various global offices as well as being mobile, but still need to interact with each other across national borders. Wirebird designed the network would ensure that John Laing staff could communicate with each other, wherever their location, accessing exactly the same features they would have in any office.

Wirebird recommended the Mitel Live Business Gateway and the Microsoft Office Communicator (OCS) to enable John Laing employees to conduct both voice and video calls on their PCs or laptops, send instant messages in a secure environment, see the status of their presence and share documents over the corporate network. All employees at John Laing now have access to this application and productivity has increased as a result.

As well as using VoIP to communicate within a single office, workers can communicate directly with other colleagues anywhere in the company. Because the voice system is using the Mitel IP network, it does not rack up the call rates traditionally associated with long distance calls made over a traditional telephone network.

"We estimated that between 12-15% of all phone calls at John Laing were between headquarters and branches, and we have since been able to make significant cost savings because calls are now free," explains Dylan. "Furthermore, the company was still paying for a conference bridge service and was also paying other telecoms charges which we were happy to see the back of."

"By implementing the Mitel IP solution, we expect to see a return on our investment within 18 months," he adds.

"We have seen a boost in productivity because the phones and PCs communicate," explains Dylan. "We have also been able to generate comprehensive call reporting logs and can track calls from every location. And because we use a central circuit to manage the operation, we can take advantage of bulk calls because that drives down the price of telecoms minutes."

"From an administrative standpoint, we now have control of the phone system from here for all branches, and from anywhere, really," he adds.

"Wirebird have played an important role in helping us to roll out the VoIP system," explains Dylan. "They worked together with us from the beginning, bringing their expertise of converged voice and data systems into the team. They now fully support the VoIP operation, which is extremely useful from an overall IT management perspective."



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