

## Lily Systems – The Voice & Data Specialists

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**Client:** PMP Building Management

**Based:** London, United Kingdom

**Product or Service used:** IP Telephony



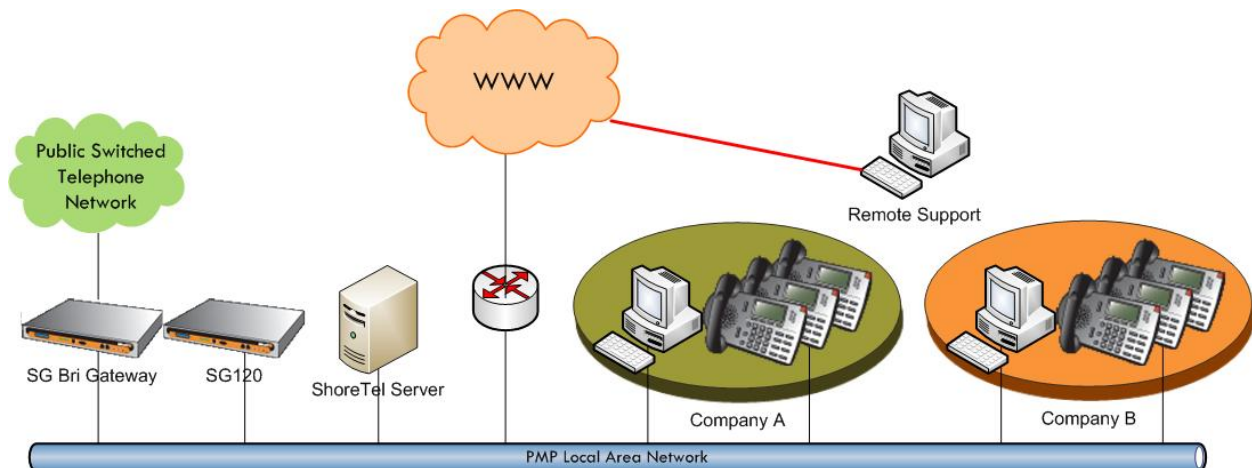
### Original Enquiry

As a large commercial property management company based within the capital, PMP Building Management approached Lily Systems with the aim of finding a multi-tenant telephony platform that had the scalability to respond to future increases in capacity, and the flexibility to make rapid changes when dealing with fluctuating user numbers and dynamic call routing.

As part of this installation, PMP also required the ability for Lily Systems to provide remote support to minimise the disruption that any operational changes would have on their everyday business activities.

### Solution Implemented (Phase 1: Initial Installation – June 2007)

Through early consultation sessions, Lily Systems were able to ascertain the requirements that PMP needed in order to address the original enquiry. Lily Systems recommended and assisted with the installation of a ShoreTel SG-120 VOIP Switch, ISDN trunks and a BRI gateway; this installation is represented by the diagram below.



PMP Telephone Network

The ShoreTel platform was chosen as it is extremely reliable and in 97% of cases, any problems that are experienced can be resolved remotely which was identified as a key requirement in the consultation phase of the project. In addition to this, the implemented solution allowed PMP to operate under a higher level of flexibility when dealing with customer calls and also gave them the appropriate expansion capacity for the future, that would ensure they could cope with changes in user numbers and business expansion.

*'From the outset, Lily Systems demonstrated their ability to provide flexible solutions to meet the dynamic requirements from our tenants.'*

***Anthony Platt, Managing Director, PMP Building Management***

### **Solution Implemented (Phase 2: Relocation – June 2009)**

When one of PMP's largest clients took the step to relocate their offices, Lily Systems were able to transfer the existing telephony system within a 12 hour period and install additional ISDN trunks to the platform. Due to the speed at which this process was able to be carried out, it minimised the impact that the relocation had on the operational efficiency of PMP.

*'During a very busy period of IT relocation, Lily Systems took complete responsibility for the relocation of our phone systems, allowing us to concentrate our efforts in other areas and ensure there was a smooth transition.'*

***Anthony Platt, Managing Director, PMP Building Management***