



Lily Systems

The Voice & Data Specialists

Integrating best-in-class IP solutions into client operations across the United Kingdom

IP Telephony | Video Conferencing | Fixed Line Services | LAN Solutions | Satellite Systems

As an multi-national material handling firm, Stocklin Limited were looking to remove the constraints that, **out-dated technology** and an aging digital telephony system were placing upon the business.

Stocklin approached Lily Systems to help them find a **cost-effective flexible telephony solution**, that would allow for flexible call handing to ensure that all incoming calls were able to dealt with by the correct person.

Stocklin



Phase 1: Initial Installation – May 2009

Through early consultation sessions, Lily Systems were able to identify part of the constraint as the old switch that was being used had become obsolete, partially due to it being very difficult to support. Alongside this, Lily Systems were able to specifically highlight the need for dynamic call routing that would allow employees to be contacted when both in and out of the office, something that the old system was unable to handle..

After looking at several different platforms, Lily Systems recommended that Stocklin moved away from their existing system and switch to an Avaya IP Office 500 and that they also replaced their existing basic rate ISDN lines with SIP trunks, that would allow further cost savings to be made. These changes are represented by the diagram above.

The impact that these changes had was that Stocklin were able to meet their need for an increased level of flexibility, via the utilisation of dynamic call routing where staff members were able to be contacted, both in and out of the office, which helped to improve Stocklin's customer touch.



Stocklin IP Telephony Network

'The flexibility of this system allows us to be contactable wherever we are with dynamic call routing – it really is a tremendous business assistant'

Peter Lerigo, Managing Director, Stocklin Limited



- Collaborate more effectively & efficiently
- Centralised administration
- Unrivalled experience and expertise

Phase 2: Relocation – September 2009

Due to the need for a better workspace, Stocklin Limited decided to relocate their business activities and to ensure a smooth transition that limited the impact it would have on their trading activities, Lily Systems were able to transfer the existing phone system into the new offices, whilst also retaining the same phone numbers as they had before.

'Lily Systems implemented the phone system and SIP Trunks, which meant that when we relocated we simply took our existing numbers with us – there was no loss of service to our customers'

Dianne Blundell, Office Manager, Stocklin Limited

About Lily Systems



Lily Systems, the Voice & Data Specialists bring together a team with over twenty years experience in IP Networking and Communications. With the goal of bringing the most advanced technology on the market for converged IP applications and unified communications solutions, to our clients operations.



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Video Conference

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