

Lafarge Case Study – Video Transcript

[Subtitle: Helen Brown – Lafarge]

Vodafone Business Services provide us with telephony solutions including the Avia CM3 and multiple gateways. In addition to that we have nice voice recording, we have call logging facilities and we have voicemail facilities. We've recently just resigned the Avia contract with them also brought over a number of our Meridian systems to Vodafone.

With the credit crunch we're trying to minimise what we use, we're trying to consolidate things but still give our customers, both internal and external, excellent support. We have a lot of sites that are geographically spread, what we try to do is provide a solution where all of these sites actually have the same functionality as our head office. Vodafone actually helped us to provide this solution, which is in place today.

Vodafone Unified Communications Group are a group that is personal to us, you're not treated like a number like some big organisations, they have specialists in all types of solutions and are always willing to go that extra mile. I would definitely recommend Vodafone to other organisations. We've actually been working with them for over five years now and hope to continue to build that relationship with them.