

Prospero
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Prospero

With major blue chip companies and many other businesses relying on Prospero for their services, the team needed a flexible telephony solution to support customers, grow with the business and replace their ageing enterprise-size hardware system.



Prospero is a facilities management and maintenance company that keeps other businesses up and running at all times. With its headquarters in Douglas also supporting offices in Jersey and Guernsey, Prospero provides a wide range of services including office maintenance and cleaning, air conditioning, fire alarms, CCTV, refurbishment and computer room design as well as secure document storage and destruction.





the challenge

With major blue chip companies and many other businesses relying on them for their services, it is vital that Prospero is able to respond to clients 24/7 every day of the year. This includes providing a critical call centre operation to deal with any emergencies or urgent problems.

Having previously had an enterprise-size hardware telecoms system that was beginning to show its age, the Prospero team were looking for a more flexible and versatile solution that was better adapted to their needs and could grow with the business.

● “We spent a lot of
● time talking with
● our Manx Telecom
● account manager who
● completely understood
● our desire to move slowly
● to make sure we got
● something that worked
● really well for us,”

the solution

Working closely with their Manx Telecom account manager, Prospero opted to remove their old system and replace it with Intelligent Voice, a Voice over Internet Protocol virtual switchboard. This approach had multiple benefits for the company in terms of providing a more adaptable system that could scale with the business needs and offer additional features such as supporting remote working whilst also removing the need to maintain and update costly hardware. Plus, with a straightforward control panel interface, the system can easily be managed in-house without the need for calling in expensive technical support.

- “There was never any push to
- change for the sake of it and,
- when we did switch, it was very
- straightforward and the Manx
- Telecom engineer was extremely
- helpful in guiding us through it.”



the outcome

With a carefully planned switchover taking place on a Saturday morning, the Intelligent Voice system was installed and up and running in a couple of hours. It was immediately a big hit with the Prospero team.

Declan McLaughlin, CAD technician with responsibility for IT & ICT systems at the business, said:

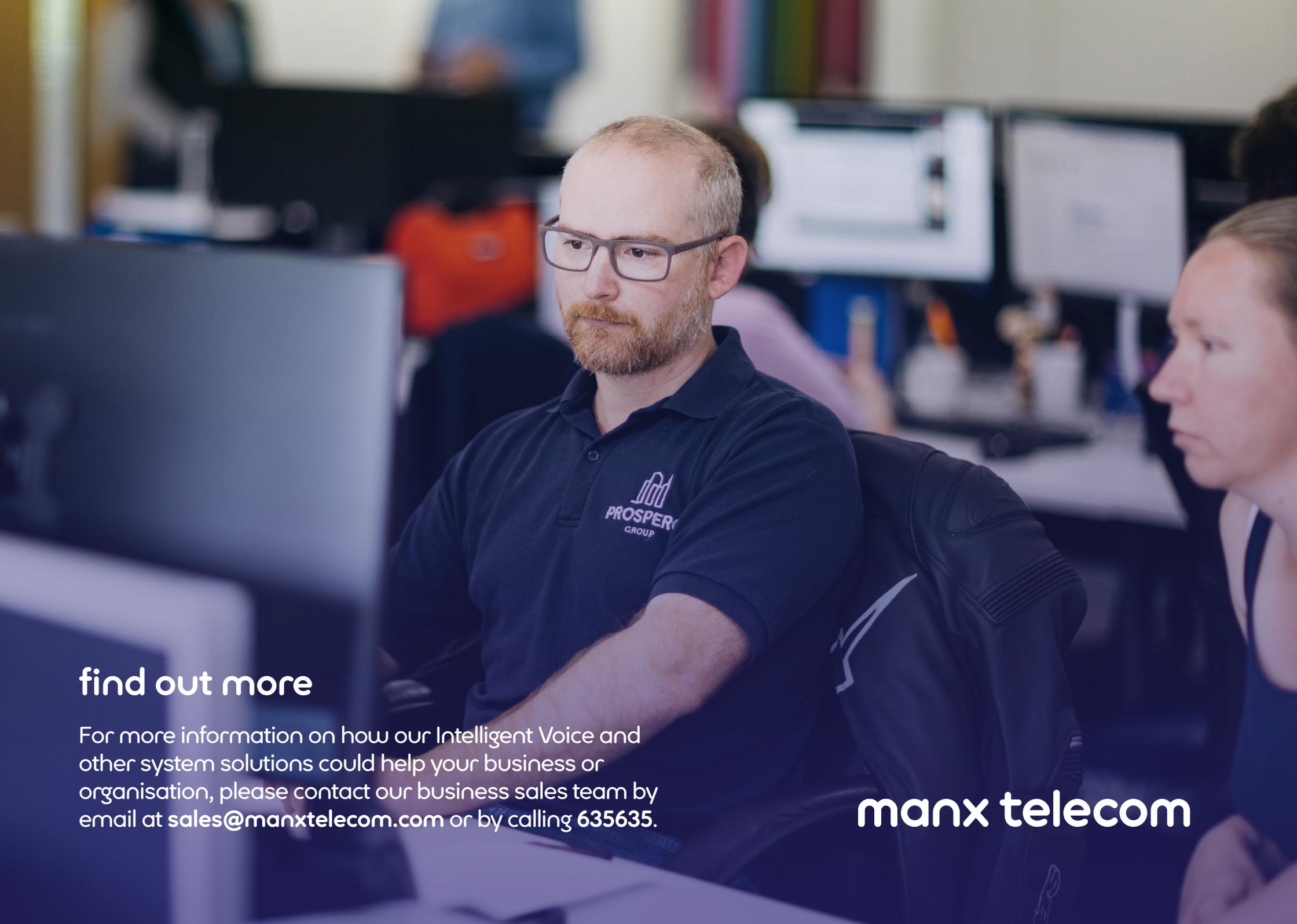
- “We’ve all found it very easy to
- use, much simpler to operate than
- the old hardware system and
- the handsets are uncomplicated
- - everyone likes them. Intelligent
- Voice is also very efficient: setting
- up a new user takes only five
- minutes compared to 45 minutes
- on our old hardware.”



“The system has so many advantages as it can scale with the business and we can deploy features as and when we want them. Business continuity is especially crucial for us, and for our clients, so the fact that we can plug in a phone remotely and operate seamlessly is another big benefit. It’s important our customers have confidence that they can get in touch with us whenever they need to.”

“We’re more than happy that we have something that’s right for us and we haven’t looked back since the system was installed.”





find out more

For more information on how our Intelligent Voice and other system solutions could help your business or organisation, please contact our business sales team by email at sales@manxtelecom.com or by calling 635635.

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