

# CASE STUDY



## Steelstruct Engineering

Steelstruct is a supplier of complex engineering skills including fabrication, precision machining and hardfacing. Key clients include Alcoa World Alumina, BHP, Alcan Aluminium, Metso Minerals and Queensland Alumina. The core focus is the delivery of complex projects on time and on budget while maintaining high workplace safety standards. The Head Office is in Henderson with ISO 9001 accredited workshops in Canning Vale, Maddington and Thailand.

“The new phone system has provided a whole lot of extra capabilities which allow our staff to better respond to our customers. We have added extra handsets for our other sites in W.A. and Thailand.”

Quinton Ellis – Finance Manager

Focus Networks is an established Perth based IT service provider who support mid-sized organisations that want their computer environment professionally managed.

Our clients need reliable IT systems with predictable costs. We support our clients by providing 24x7x365 days of coverage using fully trained staff.

Focus Networks has earned partnerships and memberships with many business partners and vendors.

Some of these include:

- HP Enterprise Business Partner
- Microsoft Silver Partner
- SonicWALL Partner
- VMware Professional Partner
- Kaspersky Registered Partner
- Eaton Power Advantage Partner
- Digium Select Partner
- CUAICT2015 Panel Member
- Ruckus Big Dog Authorised Partner
- Lifesize Authorised Partner
- NBN Business Adviser

### Challenge

Multiple office locations with aging phone systems lacked many modern features. This resulted in limited options when staff moved between office locations and made interoffice communications difficult.

Aging phone systems also meant changing telco providers was not an option. Routine phone system changes involved expensive call out fees from the telephone support company.

### Solution

Focus Networks installed, manage and maintain an easy-to-use Managed Telephony Service using a VOIP (Voice Over Internet Protocol) phone system that uses the computer network to connect and route calls.

This approach was cheaper and simpler to implement than a traditional phone system. Focus Networks manage the computer network to ensure that voice calls get priority which means clear, natural sound.

The system includes many features previously only found on high end systems including Intelligent Voice Response (IVR) to route incoming calls to the person best able to address their requirement; Incoming Caller ID to see who is calling; and Direct Dialing to allow important customers to get straight through to the right person.

Focus Networks provide the hardware maintenance, software support, call reporting and rapid replacement service, for a fixed annual fee.

### Results

Steelstruct have a managed phone system with many of the features previously only available to large businesses. Customer service is improved with calls routed to the right department. Users can see who is calling and important customers can dial direct to the person they need to talk to.

The system can be expanded on in the future for additional sites.