8x8
SOLUTIONS

Servoca Plc
Recruitment firm
unifies personnel

servoca Plc
solutions through innovation

Servoca - Recruitment firm unifies personnel

Servoca Plc is a leading provider of staffing solutions in the UK and delivers a wide range of specialist recruitment and outsourcing services to clients in both the public and private sectors. With head quarters in central London, a further 14 offices located around the UK and employing more than 200 personnel, Servoca is a vibrant, growing recruitment agency.

Customer Name: Servoca Plc

Industry: Recruitment

Location: London

Website: http://www.servoca.com/

Primary Reason Chose 8x8:
Servoca needed a high quality telephone system, which would be scalable to their ever-growing workforce and national reach with a capacity to deal with many incoming calls that could be easily logged and transferred to other numbers.

The challenge

Servoca rely heavily on the telephone to stay in constant touch with business partners, candidates as well as the network on the whole. New calls are coming in 24/7, and messages are regularly left. Servoca needed a reliable communications solution that would live up to the demands of this busy environment.

Due to the growth of the business, separate office locations were based on individual phone systems with separate billing, line costs and networks. This all contributed to the costs involved of running the old solution.

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The previous system was rudimentary and prohibited growth in so much as it did not easily allow for new phones to be added to the system and the network became disjointed and de-centralised.

The challenge for the human resources firm was simple.

1. To centralise the whole system across 14 locations

2. Offer a centralised receptionist point with separate satellite portals

3. The solution needed to be the very best available, and one that enhanced the communications of the whole network as whole as well as individuals within the firm

4. The solution needed to be able to accommodate home workers as well as remote workers

5. It was essential to bring all staff on to one network and transfer calls to any individual no matter where they were

6. To cut costs on the current system

7. Disaster Recovery built in

8. Offer features such as inexpensive conferencing, call reporting, find-me, remote voice mail as well as remote working

The solution

It was felt that the traditional option of a PBX was cost prohibitive and

"Our workforce is now more as one, we feel connected to all our offices, knowing that if someone rings in, they can reach their desired destination in an instant."

Name

Andy Church, CEO Servoca

systems with hardware costs deemed too expensive. Hosted VoIP became the preferred option not just for its cost effectiveness and leading technology but for its centralised network, built-in disaster recovery and remote servicing and ongoing support.

It was recommended by the CEO to implement a hosted VoIP solution across all locations. Servoca opted for 8x8 Solutions the all-in-one hosted package with 7941 Cisco phones, which is offered with no upfront capital costs and paid for on a monthly fee with additional free on-network calls.

It was decided that the Head Office (London) would be the first site to move over to the new hosted telephony system with the greater amount of users (75). The whole role out and implementation took 16 weeks to complete from initial scope to completion of the last remaining site. In total 14 sites nationwide were inculded with over 210 end users.

Together with the IP Phones there was a Console Assist, which enables easy distribution of calls to any phone, throughout the company's network of offices. Other features included "Hunt Groups", designed for incoming sales calls, where particular phones in departments will take calls in a queue system and share out the calls between allocated users. There was also remote voicemail pick up, free conference calling and "find me"

features all enabling employees to be permanently contactable.

The result

Servoca has reported that the general communication and connectivity between all branches has greatly improved making all involved able to work smarter. Adopting a scalable centralised solution has also had an instant impact on the business through cost efficiencies:

"We are already seeing cost benefits both in productivity as well as day to day savings in call charges, especially between offices, which have significantly reduced. We envisage a first year saving of 25% and this should go up substantially if you include our normal upgrade costs, which are now no-longer applicable with such a solution. However, the new telephone solution has offered more than just savings. Bringing the whole office network onto one centralised hub has given an intangible benefit of the unification of the offices as whole.

Andy Church, CEO Servoca

Learn more, call 0330 6600464 visit - www.cloudsolutions4biz.com

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Approved Reseller

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