



# NT VOICE AND DATA SOLUTIONS

Communication Made Simple

## CASE STUDY: BRITISH MIDLANDS INTERNATIONAL (BMI)



**NT Voice and Data have installed two Avaya IP Office 500 systems together with 150 IP handsets and SIP trunks at British Midlands International Airport (BMI).**

The installation included Avaya's impressive Flare software designed for touchscreen unified communications on mobile devices, as well as Small Community Networking, giving intelligence to the system for internal calling.

Through this state of the art solution, BMI has linked up its two main sites – both its

headquarters at Donington Hall near East Midlands Airport, and its other main site in Aberdeen – utilising the system, as well as connecting its 150 remote workers across the UK to the same phone system.

**“It is critical for BMI to have a communications system that is essentially future-proofed and it was clear to us that Avaya IP Office offered the best of all worlds, with top-notch communications, easily networked systems and, most importantly, true disaster recovery options. With Avaya, we now have the opportunity to best serve our customers and link in remote employees.”**

*- Shehzad Mahroof, head of IT at BMI*

Not only is the phone system solution set to improve internal communications, but it is designed to boost BMI's interactions with its customers. The implementation of Contact Store assists the organisation by recording voice calls and improving training capabilities, while the Customer Call Reporter enables BMI to drill down to individual agents or queues forming in their system, enabling them to get the most from their team.

The deployment took eight days in total, which included the training-up of call centre managers. NT's expert installation team installed the system in such a way that it led to no downtime for the airline's communications systems. Now BMI plans to roll out the disaster recovery capabilities to more of its sites around the country, bringing the Company's operations even closer together.

**Simon Culmer, managing director of Avaya in the UK and Ireland said:** "BMI is an excellent example of an organisation that understands communications are central to achieving its goals as a company. Avaya IP Office offers a system that can grow as the business grows and adapt readily to the needs of the company as well as the desires of its customers to ensure a smooth and efficient interaction."

**Ask our expert team about a solution tailored to the specific needs of your organisation which will help you reduce costs and provide a better service to your customers. Call us on 0800 980 7400 or email [sales@nottel.co.uk](mailto:sales@nottel.co.uk).**

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