

Relevant technologies for real people

Improved Telephone Communications System for Highly Mobile Team

Colliers International Toowoomba engaged Comtel to upgrade an aging phone system with an internet based Unify communications system integrating office phones, computers and personal devices.

The Comtel VoIP solution delivered high-definition call quality, increased efficiency, and better customer response.

THE CHALLENGE

Colliers International Toowoomba is a busy real estate agency in the heart of Toowoomba with staff working seven days a week. Their existing communications system was based on an aging platform which delivered poor call quality.

Colliers wanted a system that seamlessly integrated individual agent's own personal devices and computers. They also needed a system that could be modified quickly to incorporate new users and new devices as and when required.

Colliers needed a new generation phone system that could be highly customised to seamlessly integrate office phones, computers, smart phones and other portable devices.

THE COMTEL SOLUTION

Comtel supplied and installed a reliable, high quality VoIP phone system consisting of computer based attendant consoles and smart phone mobility apps. Once connected to the network, the Comtel hardware provided high definition call quality.

In addition to the hardware upgrade, Comtel recognised significant cost savings could be achieved by moving Colliers International Toowoomba to the Comtel Mid-Size Business Package. This allowed direct calls to agents via a single National Broadband Network (NBN) connection for voice and data.

OUR CLIENT

Colliers International Toowoomba

Devices:	~ 60
Monthly Spend:	~ \$1,000
Industry:	Real Estate
# of Sites:	1
Special Requirements:	Highly mobile workforce and bring your own devices.

Colliers International Toowoomba services the high growth corridor of the Darling Downs.

The Colliers team are dedicated to delivering an integrated real estate offering, including commercial, industrial, retail, asset management and residential sales.

www.colliers.com.au/offices/toowoomba



"In an industry where agents bring their own devices and mobiles, we now have a solution that integrates those devices into our business system.

By taking the advice and solution offered by Comtel we reduced our costs and improved productivity."

Dan Dwan, Managing Director

ABOUT US

Comtel is able to consult, design, and implement a communication solution that is perfect for your unique business. Our capabilities include supply and installation of telephone systems and peripheral items such as Voice Mail Systems, Headsets, and Wide-area Cordless Telephone systems.

We can also supply and install radio communications equipment for large fleets, radio towers for long distance radio links and microwave radio systems for cost-effective data transfer.

IMPLEMENTATION

The total process from initial project meeting to full installation took no more than 10 weeks. All existing numbers were carried over to the new Comtel package and this meant zero interruption to business with no need to change any contact details.

The process was hassle free and involved seven simple steps:

1. Comtel undertook an obligation free phone bill analysis
2. Client requirements were detailed and existing infrastructure reviewed to determine the most advanced system appropriate to Collier's needs.
3. Application to convert to a new carrier signed by Colliers and managed by Comtel.
4. Comtel programming engineer worked with Colliers to map phone call handling, overflow, voicemail settings, and call queuing. Handset button management and other features were programmed.
5. System change over date and time set to fit in with Colliers operations.
6. 15 minute user training was undertaken with each of the staff to demonstrate the benefits and efficiencies across the different devices.
7. Comtel programming engineer worked with the team to setup and modify their own personal shortcuts and favourite lists as they were being trained.

Comtel provides ongoing software updates and support. In line with the client's original requirements, the thorough training means Colliers are able to handle ongoing integration of new users and devices.

BUSINESS RESULTS

Being mobile is essential to agents and property managers, the Comtel solution provides constant accessibility to sellers, buyers and team members, no matter where they are.

Considerable ongoing savings were achieved through a significant decrease in both phone line rental and call costs.

The Comtel system is easy to use and intuitive. Key benefits delivered:

- ☑ Team members don't need a standard desk phone to make calls within the system. The Unify soft phone application allows them to use any device from anywhere.
- ☑ Calls from the system are at the cost effective Comtel call rates.
- ☑ Call Me Service allows users to divert their extension to the device or computer they are currently using, including home numbers.
- ☑ Real-time voicemail allows users to receive voice mail messages from their local number on their personal devices or computers instantly.
- ☑ Voicemail routing to multiple email addresses means after hours messages aren't left sitting on a machine waiting to be checked on Monday morning.
- ☑ Real-time "Presence Management" delivered through the soft phone application allows users to immediately determine who is available, who is busy and where they are.

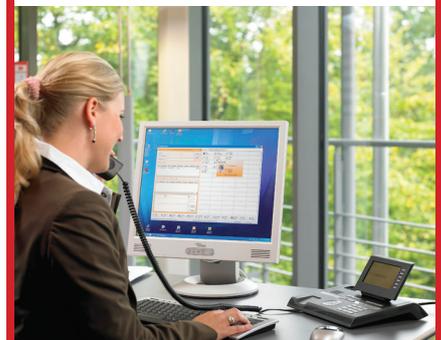
TECHNOLOGY



UNIFY



myPortal Mobile App connects your smartphone to your office phone so you can receive any call anywhere.



myAttendant allows real time presence management so you know who is available and when.

"The system benefits combined with Comtel's ongoing support has led to a significantly improved experience for callers. Resulting in increased satisfaction for customers and reduced frustration for staff."

**Dan Dwan,
Managing Director**