



CDK STONE



Case study

For over 35 years, CDK Stone has been supplying high quality, premium Natural Stone and stone products.

With branches in five states of Australia and two locations in New Zealand, CDK Stone has become the leader in the Australian Stone Industry. Servicing the spectrum of industry professionals to homeowners and renovators, CDK Stone is the home for premium stone.

Unified Networks

Call us: 1800 864 638
Level 1, 299 Clarendon Street,
South Melbourne VIC 3205
unifiednetworks.com.au

AT A GLANCE



As the lead project manager at CDK Stone, I can attest to the professionalism of Unified Networks and the difference it has made to our communication operations.

The Unified Networks' team, their MPLS Network and the Mitel solution has brought positive change to our organisation and we are seeing the benefits already. The software is a huge leap forward and now we have an effective national system that brings scalability and better customer service.

Luis Fabres
Project Manager

Background

CDK Stone and Unified Networks successfully deployed a complex virtualised Mitel solution across seven sites throughout Australia using a custom designed MPLS Network.

CDK Stone was using an aging traditional PBX system running over ISDN. Several factors propelled them to consider refreshing their system – the lack of features on their current system, the shutdown of the ISDN network across Australia, and wanting a more robust solution, having suffered numerous network issues.

With sites across Australia, CDK Stone were looking for collaboration features such as instant messaging, status indicators and the ability for any location to answer calls, ensuring customer inquiries were answered no matter which location they rang.

They were also looking for redundancy options for their head office, faster data connections for all locations and someone who could work with their external IT provider.

Situation

- CDK Stone had an old phone system in need of a refresh.
- Was running via ISDN which is currently being shutdown across Australia.
- Wanted a more capable and robust solution.
- Needed to ensure seamless operation across 7 sites throughout Australia.

Solution

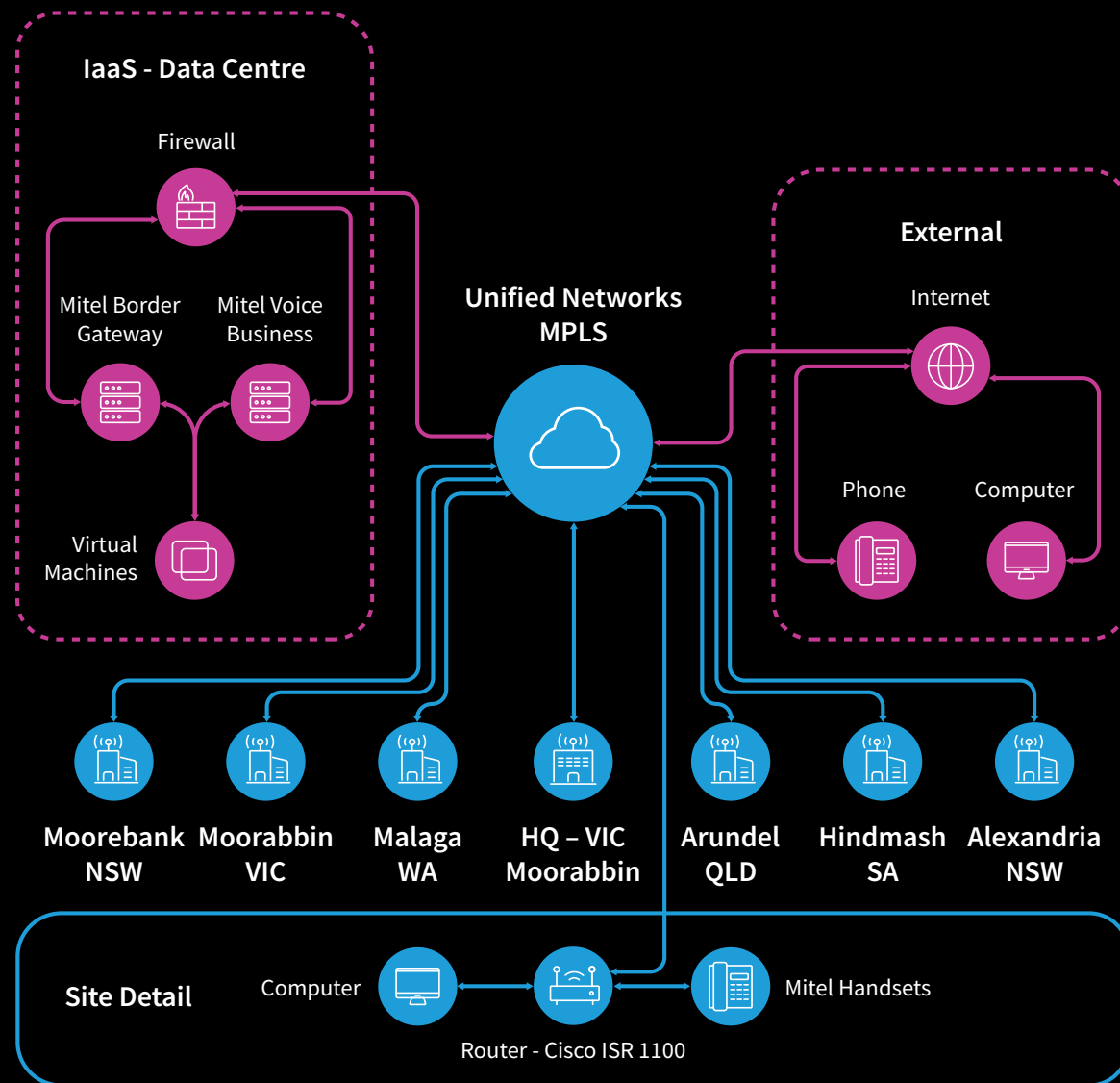
- Mitel MiVoice Business
- Mitel MiCollab
- An MPLS network connecting all seven sites
- Range of new Mitel handsets
- Unified Networks' SIP

Result

- Scalability and reliability.
- Successful replacement of the ISDN system.
- A robust high performance MPLS network.
- Seamless collaboration and call control across all sites.

OUR SOLUTION

The Mitel solution replaced their aging phone system and the Australia-wide MPLS network superseded the obsolete ISDN infrastructure with much faster data links.



HOW WE DID IT



The Mitel phone system has been a terrific tool to make life easier at CDK Stone. I am now able to transfer calls Australia wide and I can also see which reception is currently busy and when I am free to call.

The modular system is super helpful as I can add or remove sections as they are required.

I feel the Mitel phone system has bought me closer to my colleague's interstate as it has made connecting so easy - I speak with CDK Stone staff more than ever now that everybody is so accessible.

Ashleigh Wareing
Internal Sales Consultant

Implementation

Our sales team put together a presentation which outlined how our proposed solution, including the Mitel controllers, 50+ Mitel handsets, an MPLS network across all sites and a Managed Service Agreement would have the same monthly spend as their existing old phone system running via ISDN.

With that sort of positive ROI including better technology, more features and support, and a robust data network it was a financially sound decision to implement the Unified Networks solution.

The first step was to liaise with their external IT team to stand up the Mitel virtual servers in a resilient NextDC data centre. A huge advantage of a virtualised solution is there is no requirement for on-site bulky PBX hardware.

Data links were then provisioned at each site and aggregated back into Unified Network's own private network, allowing for private SIP and site-to-site data traffic that never traverses the public Internet.

At the head office an additional 4G failover link was provisioned, ensuring data and phone redundancy in case of any outages.

Cisco routers and Mitel handsets were remotely programmed and installed across Australia.

Additionally the Mitel system was configured to ensure customers calls were always answered by staff if someone wasn't available at one of the other site offices.

The Mitel MiCollab software allows the CDK Stone staff to easily instant message each other, see who is on phone calls, integrate with their Microsoft Outlook, check their voicemails and control their handset behaviour. All this can be co-ordinated from their head office, or remotely programmed by our Unified Networks' technicians.

The resilient MPLS network architecture has already proven itself over the past six months - reducing the median number of network incidents from eight a month down to zero!

OUR SUCCESS

Advantages of a software based phone system running on our network:

Virtualised Mitel



Remote software updates allowing the platform to develop further



Easy system expansion via software licensing

Our MPLS



Complete data control including QoS and private SIP



No dedicated physical boxes required like traditional on-premise solutions



Cloud ready enabling easy scalability and transition to different server environments



All tier 1 fibre providers aggregated back to our own private network

Working with the CDK Stone staff was a brilliant experience for the Unified Network's team. Another example of positive teamwork with our lead Project Manager, John Tong, and our Technical team liaising with CDK Stone's external IT team to effectively deliver the project on time.

We're thrilled that CDK Stone is impressed with their new system!

1800 864 638

unifiednetworks.com.au

Connections You Can Trust