

Iscar Tools streamline whole communications platform



Iscar Tools UK Headquarters

The Customer

Iscar Tools have established themselves as a worldwide metalworking manufacturer and has built his reputation in the UK over the last 40 years.

Their sales and administration management is coordinated from their purpose built headquarters in Birmingham.

With excellent business growth Iscar Tools knew that they needed to improve their telecommunications across the board.

Their Needs

Iscar Tools needed a strong and robust telephony infrastructure to manage the business effectively.

They had difficulty managing their legacy products and services from a multitude of suppliers.

Iscar Tools relied upon the expertise of Midland Telecom to assist them in the streamlining of the whole communications platform.

The Solution

NEC SV8100 acted as the driving force to ensure that the communications were streamlined and increased productivity.

“Managing our staff and telecoms infrastructure was difficult, Midland Telecom put the pieces together to make this simple and lower our costs.”

Phil King, Finance Manager

Implementation

Iscar Tools have a large fleet of mobile phones which are spread UK wide, successful implementation and deployment of their new fleet was vital to ensure minimal disruption to the workforce. Midland Telecom provided full project management to ensure that this was achieved.

Iscar Tools now have a full visibility of their mobile fleet, using their new SOTI Mobile Device Management software. They can now remotely manage their connections to control costs and remotely diagnose issues which were a previous drain on IT resources.

Key Benefits

- ✓ Lower costs
- ✓ Free calls between fixed lines and mobiles
- ✓ Robust infrastructure
- ✓ Disaster recovery methods
- ✓ Remote management of mobiles
- ✓ Single bill, single supplier



Partnering with Midland Telecom

Head of IT Andy Warr added: **“Midland Telecom have been an excellent supplier to work with. They listen to our needs and are quick to supply a viable solution. Large projects such as this have been made pain free with their excellent customer service and knowledge which help us free up valuable time and grow as a business.”**