

« *We have made our
telephony services
more professional
and secure with
ConnectedOffice* »

CYRILLE GOBERT
*European Managing Director,
Halian.*



TESTIMONY



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- ✦ A solution fully managed by POST, which requires no further on-site intervention
- ✦ Improved interactions between teams and with customers
- ✦ Guaranteed availability thanks to redundancy
- ✦ A system that evolves with business needs
- ✦ Teams have greater autonomy in how the solution is configured
- ✦ Integration with our CRM
- ✦ Greater flexibility in the event of a crisis such as Coronavirus (BCP)

WE WANT TO REDUCE OUR MAINTENANCE COSTS AND, MOST IMPORTANTLY, ENHANCE OUR SECURITY

Background

Halian has been in Luxembourg since 2004, and has expanded considerably in recent years to meet Luxembourg's ever-growing requirement for IT expertise. Numbers on the team of consultants have increased a great deal, as have those in charge of business development, administrative management and recruitment. At the Luxembourg headquarters, where 25 people are employed, telephone communications have until recently relied on a locally managed PBX telephone exchange. The setup was becoming outdated; "anyone wanting to call us had to go through the reception desk," explained Cyrille Gobert. "It wasn't ideal."

The challenges to be met

Replacing the ageing telephone exchange therefore had to make communication easier with the outside world as well as between company employees. "In this respect, we wanted to present a more professional image to all of our contacts," Cyrille Gobert went on. "What's more, we wanted to reduce our maintenance costs and, most importantly, strengthen our security, by relying on redundant systems." Indeed, the increasing difficulty in maintaining the solution placed the company at increasing risk of failure. "If we are unable to use our phones, the business could come to a standstill. We therefore had to find a solution which, in the event of a problem, could be relaunched quickly," added the managing director. Finally, Halian wanted a solution that could evolve smoothly with its needs and that was easy to configure.

The benefits of the ConnectedOffice solution

In its search for a new solution, Halian sounded out the market. "We have forged a strong partnership with POST and they offered us a cloud solution that was one of the most stable and secure on the market," explained Cyrille Gobert. We can now count on a local player, an expert in the management of both IT infrastructure and telecommunications services." Halian took the opportunity to upgrade all of its landlines, taking advantage of the chance now being offered to link them directly to the company's CRM. "Members of our team, especially account managers and recruiters, can launch a call from our IT solution. In this way, everyone gains in responsiveness and efficiency," Gobert explained. In terms of cost, POST's ConnectedOffice solution is competitive. "The main advantage is that this migration has allowed us to save on maintenance costs while eliminating the risk of breakdown," continued Cyrille Gobert. "In addition, by means of a web interface, the solution is extremely easy

to manage and provides us with precise reports on the use of everyone's communication tools. This information can prove very useful in giving support to our employees." The other benefit is the ease with which the migration is achieved. Once the needs have been identified and the data on each person's extensions have been conveyed, the transfer to the new system is managed by POST teams, with full explanations, and at the agreed time.

The Bottom Line

Halian now bases its telephone communications on a cloud hosted switchboard, which can easily evolve with the new needs communicated by the company. «Our teams can rely on a modern, efficient system, with the option to adjust call redirection themselves, should they be out of the office, for example,» explained Cyrille Gobert. "We are extremely satisfied with this new solution and with the way in which we were supported by POST in adopting this technology. Moreover, no longer having to manage equipment locally gives us more flexibility for the future.»



Halian in a few figures:

- Offices in Europe, Middle East and Africa
- 130 employees in Luxembourg
- 25 landline telephone sets for support functions



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