



Arden Software

Customer Testimonial



Introduction

Since 1988 Arden Software, the author of the Impact range of design, manufacturing and enterprise applications has maintained a position at the forefront of suppliers to the packaging industry by combining two simple principles – listening to it’s customers, and developing practical solutions that truly meet the changing demands of the world’s packaging manufacturers, die makers and display specialists.

Challenge

Arden Software had a legacy voice infrastructure that had no IP capabilities and had become increasingly difficult to manage. Simple adds, moves and changes were long winded tasks that affected the dynamic nature of the company, and their ability to react to customer changes immediately.

Costs to support the existing voice infrastructure had soared due to the age of the system and the lack of available spares. Also the incumbent support company was proving more and more difficult to deal with, adding further pain to what was already an overbearing necessity.

With operations in the USA, Arden wanted to look at linking offices to help reduce costs and create greater synergy throughout the company.

The Solution

4net designed and installed a solution for Arden using the Avaya IP Office 500; an IP enabled telephony platform that provides extensive communications capabilities in a simple and easy to use format. With the IP Office solution Arden are able to makes many of the simple adds, moves and changes in-house, giving greater control and flexibility to react to changing needs and requirements.

An example of this flexibility was demonstrated in the warehouse where an Avaya WiFi solution was provided to ensure staff availability at all times regardless of their location around the building. With a requirement for the warehouse staff to have the ability to rapidly respond to ever changing client needs an “always available” solution was essential to minimise any delay in communications.

The Benefits

As a result of the solution designed by 4net, Arden Software now has a fully functional, IP enabled telephony platform which is scalable for future growth, feature rich in its capabilities and above all simple to use.

Arden are now able to make simple telephony adds, move and changes in-house reducing cost and time as third party intervention is no longer required. 4net are also on hand to help if further more advanced changes are required.

With an IP based platform Arden can now look to link with their US office, utilising the cost saving capabilities of the IP network for calls between offices and staff.

The account manager at 4net commented “When we first sat down with the team at Arden it was clear that any solution we proposed would need to empower their administrators and users alike, and free them from the limitations of their legacy telephony equipment. 4net Technologies local presence and our pragmatic approach to the commercials further bolstered the Avaya IP Offices ability to address Arden’s key objectives and positioned us strongly in a highly competitive bid.”

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Account Manager for 4net

For further information on 4net please call

0333 323 0700 or visit www.4net-technologies.com

4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our contact centre, unified communications, managed and cloud services are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Microsoft and Enghouse to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the UK and the Globe.

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