

Davies Turner

Davies Turner is one of the UK's leading multi-modal forwarder and logistics organisations, with over 750 employees and more than 20 branches across the UK.



BUSINESS CHALLENGES

- There were a number of issues which were high on the list for Davies Turner in terms of replacing their legacy Nortel Meridian systems.
- Multiple locations, remote workers in need of affordable business mobiles, and a business need to mix newer and legacy equipment.
- Davies Turner needed to replace all their existing equipment with a brand new and more efficient business phone system.
- "We were keen to reduce costs wherever we could, especially in the area of mobile usage. With a large number of mobile users, the costs associated with overseas usage in particular were very high".

“ Having SCG working with our own project team helped us get an early, in-depth understanding of the Aastra 400 operating system. This of course helped, but we were also pleased to find that we did not need extensive training, as so much was logical and intuitive – and I guess that one of the key things that we liked, is that we were able to implement all the new functionality in a way and at a pace that suited us, and therefore had minimal disruption on the business.

David Pettitt – Project Manager

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KEY SOLUTIONS

- 📞 After undertaking a comprehensive investigation of all the offerings from the leading players in the market, Davies Turner opted for SCG's Aastra 400 communications server, Aastra mobile client application, and SIP-DECT cordless handset.
- 📱 The Aastra mobile client application integrates a smartphone into the communication system and offers benefits including routing calls through the Aastra 400, mobile least cost routing, as well as improved service and directory management with one number for users.
- ↔️ A key differentiator is that all of Aastra's technology is based on open standards. In the case of Davies Turner, this was important as it enabled easier integration of technologies, more flexible networking options, plus the retention and investment protection of some of the legacy equipment across their sites.
- 👍 Aastra's cordless handsets offer benefits including high reliability without calls dropping off, good speech quality in environments with reflective surfaces, easy installation, web-based management, colour display, long battery life, message and alerting applications.

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