



## Jackson Civil Engineering uses the latest generation of integrated telephony to manage 350 staff nationwide...

### The challenges

As with any office move it is an opportunity to reflect on the current business operations and to minimise the considerable disruption to the hundreds of employees relocating. Jackson's customers have come to expect high levels of customer service. Hence, it was paramount that the IT and telephony infrastructure transition was seamless.

What was required was a multidisciplinary partner that could handle the time critical deployment of BT lines and the Wide Area Network infrastructure, as well as deliver a telephony solution that would enhance the company's business practices, today and in the future.

### The partnership

The hub group's project management approach and skills fitted seamlessly within the Jackson team. This partnership ethos is one of the core attributes to maximising the potential of IT and telephony.

Together Jackson's and hub produced a communications platform that delivered productivity, with the tools to build on the company's high levels of customers' service, and with the minimum of fuss.

*“Hub helped Jackson Civil Engineering choose the right solution by demonstrating all the options from different suppliers. When the choice was made, we were happy to let hub handle the whole installation process. Even after the move hub were always available with help and advice to support our business.”*

**Justin Comeby**, IT Manager, Jackson Civil Engineering

## The Hub Group rises to the challenge...

### Enhancing business

When single projects can run up to £50 Million pounds, your IT and telephony applications can play a critical role in supporting and enhancing your business. Below are just a few examples of some of the applications in this project.



The “my calls” application monitors – in real time – a whole host of call data whether by department or individual.

### The hub group worked with Jacksons Civil Engineering to deliver...

- Each Jackson’s telephone call is an important ingredient in a Civil Engineering project. Monitoring and evaluating – in real time - each call is an invaluable tool to ensure every aspect of the business is operating efficiently and effectively.
- Away from the desk, in a meeting or business appointment, being in touch at crucial times is essential to day to day business. With the ability to answer, hold and transfer calls seamlessly – as if at their desk – by utilising their mobile, the Jackson team is never far away.

- Emails are – for the most of us - our main messaging medium. Jacksons have integrated their Voicemail system into a unified messaging platform. Enabling the message to be handled as if it was an email in outlook. With playback via the PC - or PDA device – simplifying and enhancing company operations.

- With the ability to dial from the company database, and getting callers details - pop up – on incoming calls; high volume telephony users such as the company’s buyers; benefit greatly from Jackson’s Computer Telephony Integration (CTI) application.

### The Future

Jackson currently directly employs approx 350 staff based throughout the UK.

With the successful completion of the head office relocation, the company is now looking forward to integrating its head office IT and telephony applications throughout its UK operations.

By utilising VoIP technology over an MPLS network - which will add security and reliability – Jackson’s use of technology to enhance its delivery of high customer service will continue unabated. Building on a partnership with the hub group ensures Jackson’s remains one of the UK’s leading civil engineering companies.

