

CASE STUDY:

JAMES FISHER



At a Glance:

Situation:

- James Fisher and Sons plc (James Fisher) had disparate telephony systems within its many divisions, which were proving complex, costly and time-consuming to manage. The organisation needed to centralise its telephony services and also required SIP/ISDN services for cheaper call charges, line rentals and enhanced business continuity.

Solution:

- Mitel Connect platform for 2,500 users
- Mitel Connect Collaboration services, including centralised corporate directory, audio conferencing, web conferencing and desktop sharing
- MiCloud Connect Mobility services
- SIP and ISDN services provided by Gamma and BT

Results:

- Cost savings realised through the consolidation of voice services to Mitel Connect platform
- Central administration and standardisation via a single supplier, Mitel
- Technical expertise delivered and supported by TruStack
- Consolidation of current disparate solutions and services, reducing complexity, management overhead and costs
- Enhanced business and operational efficiency
- Disaster recovery, resilience and business continuity
- Reduced carbon footprint and organisational support for environmental sustainability



Summary

James Fisher has expanded globally in recent years due to acquisition and organic growth. As a result, they had many disparate telephony systems across the business. The Mitel and TruStack solution has standardized James Fisher's voice services across all sites, enabled more effective communications between staff through mobility and instant messaging, and has generated cost savings on line rentals and calls costs. The consolidation of disparate solutions and services into one centralised solution, along with the SIP technology refresh, has reduced complexity and management overheads and James Fisher are forecasting that the return on their investment will be up to as much as 60%.





Company

James Fisher is a FTSE 250 leading provider, specialising in marine, oil, gas and nuclear services worldwide. From its origins as a ship owner and operator over 150 years ago, the industry supplier has grown rapidly into an innovative, highly skilled team that delivers solutions for the most demanding operational and technical challenges faced by its customers around the world. It aims to be the supplier of choice across all the industries it serves.

Challenges

After a season of intense growth and multiple amalgamations, James Fisher had become a conglomeration of acquired, separate global companies. Its patchwork of disparate telephony systems included Cisco, Siemens, IP Office, Avaya, Nortel, Panasonic, Ring Central, NFON, Samsung and LG Goldstar.

The multiple vendor systems created unnecessary administration complexity and varying call and support costs at each site. With 40 percent of UK users on a Cisco system that was shortly going end of life, James Fisher needed to find a different solution. It was time to review the entire organisation's telephony infrastructure, find a way to improve collaboration and enable more seamless communication and increased efficiencies company wide.

The evaluation process

It was evident that James Fisher was spending too much on legacy cabling and UK phone calls, using expensive third party video links and no desktop conferencing facilities. It made commercial sense for the entire company to migrate to a new, centralised approach.

The James Fisher team chose the Mitel Connect platform because it promised to provide a seamless, consistent, intuitive delivery of services and applications to the company at large. Mitel Connect made sense because of its simple and easy communications technology, flexibility and future-proof integration.

Mitel Connect was the solution of choice, but it would have to prove itself over the legacy Cisco solution within each and every division of the business.

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**Garry Linney,
IT Director, James Fisher**

Phased implementation

James Fisher had a number of diverse acquisitions and sites so it took a phased approach to the Mitel implementation, migrating the Cisco telephony sites first. The telephony solution at James Fisher Nuclear, with 200 users, was ready to be replaced after the head office migration, as well as two other primary sites in Norfolk and Lowestoft.

In the summer of 2018, the Mitel Connect solution was deployed to 20 more sites, at a steady rate of about one per week for six months. Mitel and partner, TruStack, held regular weekly meetings with James Fisher, collaborating effectively to ensure the deployments were seamless.

James Fisher retained the existing virtual infrastructure in its data centre, but everything was also ported onto SIP for additional reliability.

In June 2019, four more UK sites were upgraded. From there, the Mitel solution was successfully deployed to James Fisher worldwide, including sites in Dubai, two in Singapore, Malaysia, two in Perth, Sydney and Brazil. This has taken the user count to about 2,500.

TruStack now supports the new Mitel system, including all moves, adds and changes, and it manages a pool of licenses for greater control and security. James Fisher has also named super users at each site as a primary point of contact, for any support issues and queries.

Great results

Centralised administration: Centralising the management of the administration software has enabled James Fisher to create group policies and significantly reduce the TCO. In fact, the organisation is forecasting a return on investment (ROI) of 40 percent across the group, slightly higher in the UK at 40 percent to 50 percent. When the legacy Cisco solution has been completely replaced, the team says it will be closer to 60 percent.

Enhanced business & operational efficiency: The consolidation of disparate solutions and services into the Mitel Connect solution, along with the SIP technology refresh, has reduced complexity and management overheads.

Standardisation: A single vendor means that voice services and omnichannel communications are centralised across all sites. James Fisher now has a single numbering plan and all staff use instant messaging, which greatly reduces email traffic and management of email folders.

Cost savings: With the new solution, James Fisher has consolidated lines in the data centre. This has lowered line rentals and negated call charges for local, national and international sites connected to the service.

Internal site-to-site communication is now routed across the existing WAN infrastructure, enabling free-of-charge, desk-to-desk dialing and a single corporate directory.

“Mitel has the lowest total cost of ownership in the industry and James Fisher have made a significant investment in the Mitel platform. The Mitel solution has allowed them to not only reduce their costs, but also consolidate their communication services into a single service provider.”

**Tony Patterson,
Business Development Manager, TruStack**

The new SIP trunking services are less costly than old ISDN services, saving the organisation up to 50 percent on line rentals and up to 100 percent savings on local, national and UK mobile call charges. The global sites also benefit with a local break out from international sites and significant reductions on international call costs, charged at local PSTN rates.

In addition, charges for conferencing services have been eliminated by a new conferencing service, which also greatly reduces the carbon footprint for travel and meetings.

Disaster recovery, resilience and business continuity: The single Mitel Connect platform provides failover of voice services between locations while SIP and ISDN services allow for local survivability. In the event of an emergency, the new SIP trunks are inherently disaster recovery/business continuity ready – and they make it possible for James Fisher to reroute calls to an alternative location quickly and easily.

Mobility and remote working: With Mitel mobility services and extension assignment in place, James Fisher staff are no longer bound to their desks. The hot desking functionality removes the restrictions of location-based working, highlighting the agility of the Mitel platform.

Garry Linney, IT Director at James Fisher, commented,

“The Mitel telephony migration is the first group-wide business system project that we have undertaken. It is great to have centralised our telephony infrastructure and it’s so much easier and simpler to deal with one supplier. The phased implementation was very well project managed, delivered on time and on budget. We are delighted with the results.”

Tony Patterson, Business Development Manager at TruStack, said,

“Mitel has the lowest total cost of ownership in the industry and James Fisher have made a significant investment in the Mitel platform. The Mitel solution has allowed them to not only reduce their costs, but also consolidate their communication services into a single service provider.”



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