

Voxalis prove to be another perfect appointment by recruitment expert

Bullet is a specialist recruitment business focusing in Human Resources.

Bullet approached Voxalis as they had outgrown their existing BT Featureline service and required more up to date functionality and flexibility. A key requirement for Bullet was the ability to deploy flexible working practices to their top consultants. A further consideration was to accommodate a separate venture, Changeboard, within the system whilst maintaining a very different identity to Bullet.

“When I first began searching for a telephony provider I had four criteria. How innovative was the product? Was it reliable? Was it cost effective and in the event of a disaster could I rely on the provider to reduce wasted man hours within my company?

We are delighted we chose Voxalis! All expectations have been exceeded and it is a pleasure to work with guys you know will go the extra mile for the company.”

Porteur Keene, Managing Director, Bullet Search Ltd.

Challenge

To enable calls to each of the two different companies to be answered in the correct manner.

Solution

One call group for Bullet Search and one call group for Changeboard have been set up with different published telephone numbers for each. Calls for Bullet are clearly identified on the Mitel IP phone LCD screen and likewise for Changeboard. Details of the call groups can be changed dynamically by the company using the Voxalis web interface allowing ultimate flexibility.

Result

Two different company identities are supported on one telephone system. Cost savings are made as the telephone lines are shared across the two companies.

Challenge

To ensure that in the event of a disaster, such as forced office closure, inbound telephone calls will not be lost.

Solution

The Voxalis web portal has a built in business continuity feature. When this is activated all inbound numbers are automatically re-directed to pre-defined external numbers such as mobile or home telephone numbers.

Result

In any disaster situation business continuity is assured with just a few clicks of a mouse.

Challenge

To enable the company to offer flexible working practices for top consultants wishing to work from home.

Solution

Mitel IP handsets have been deployed in the home offices of several of the top consultants connected to their existing broadband services. Using the Voxalis Homeworker solution these consultants are able to “log on” to their phones at home and then make and receive calls as if they were in the office.

Result

Coupled with hosted IT services consultants have access to exactly the same resource whether in the office or at home. This has helped Bullet to attract and retain the best talent in the marketplace.