Press Release

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bpl solicitors limited go with Alcatel voice & data solution

South-west based bpl solicitors limited has selected the Alcatel OmniPCX Enterprise to support its new voice & data infrastructure.

The OmniPCX sits on an IP (internet protocol) communications platform and will initially be used to support 110 users, offering call centre functionality, direct dial, voicemail, caller display and unified messaging. South West Communications Group, an Alcatel Premium Business Partner, worked closely with bpl making a final recommendation for the OmniPCX Enterprise. They also provided installation and full training.

Commenting on the implementation, Chris May, bpl's Operations Director commented "When it came to replacing our Rockwell First Contact Call Centre installed 4 years ago, we wanted to select a product which was both flexible and future-proof. A major factor in our decision was the need to integrate the call centre with our switchboard. Replacing the Rockwell and Toshiba systems with the Alcatel OmniPCX Enterprise offered us an elegant, cost-effective solution which suited our fast-growing business. With growth of over 65% last year alone, we need to ensure that we are using the best-of-breed in all our IT and Communications strategies and are delighted with our ongoing relationship with South West Communications Group.

Going forward, this will enable us to both provide even higher levels of customer service as well as enjoying reduced overheads, in maintenance and support"

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