

PSV GLASS

A CLEAR WINNER FOR PSV GLASS



Samsung OfficeServ delivers vastly improved inter-site communications capability



The Samsung OfficeServ 7400 - converged communication system provides voice, data, wireline, and wireless solutions.



PSV Glass is Europe's largest distributor of replacement glass to the Public Service Vehicle sector. The company operates from its main head office and 75,000 sq. ft. distribution centre in High Wycombe, supported by two warehouse distribution sites in Manchester and Glasgow of 12,000 sq. ft. and 9,500 sq. ft. respectively. PSV has developed its business by offering

customers a same-day or next-day nationwide glass delivery service from an extensive range in stock, which consists in excess of 60,000 pieces of glass for over 12,000 different applications. PSV also offers specialist glass installation to both rail and tram operators throughout the UK, providing 24 hour, seven day a week installation service.

The challenge

A critical element of PSVs success is their ability to respond quickly to customer requests - and as such, both voice and data communications are a critical part of the business.

All customer orders and technical support enquiries come into the PSV call centre via either telephone or fax and must then be channelled to either the distribution warehouses for despatch, or to the technical team. This often involves transferring information from head office where the call centre is located, to the remote warehouse in either Manchester or Glasgow where stock is also held. Therefore, the ability to be able to communicate effectively between sites is vital, to ensure that products are dispatched to customers correctly and on time.

PSV was already considering a significant upgrade to its communications infrastructure - and as a start-point to improving their inter-office voice and data communications, had recently invested in BT NetEquip data connections to link their sites. In addition, they were also looking into the possibility of replacing their existing Samsung DCS telephone system and needed to find a suitable provider to help them with the planning process and then to carry out all of the work that was required. One of PSV's existing suppliers recommended Oxfordshire-based STL Communications, which is a Samsung Platinum Partner. This is the highest accreditation from Samsung and one that only a very small number of resellers have achieved, making STL the ideal provider for PSV.

KEY BUSINESS BENEFITS

- Vastly improved communications capability between sites
- Free inter-site call across the IP network with full system feature transparency between sites
- Centralised voicemail system and automated call handling across the two sites
- Integrated DECT solution enables mobile workers to be in contact at all times
- Ability to simply and easily add new sites to the network
- High-quality call management capability, allowing access to detailed management reports



