

Case Study.

BEAULIEU NATIONAL MOTOR MUSEUM.



Beaulieu National Motor Museum houses a collection of over 250 cars and motorcycles telling the story of motoring in the UK from its birth to the present day. The collection is housed in multiple buildings set in the grounds of the stately home of Lord Montagu in the New Forest. The museum, home and grounds attract over 400,000 visitors per annum.

The Problem

The museum is set in the grounds of the seat of Lord Montagu. Beaulieu's existing telephone system relied exclusively on copper cables. The collection is spread across multiple buildings and the copper cables

between some of these buildings were beginning to deteriorate. Beaulieu needed to invest in a system which would be capable of reaching every part of the estate, using existing copper cabling, but also capable of utilising the fibre optic cabling which was supporting their data network, plus wireless connectivity to reach remote areas and temporary exhibition locations. They also wished to improve on the routing and reporting of calls in order to better serve their customers. Their existing call logger was a standalone device which had to be programmed separately to the phone system. As a result it had become out



of sync and the reports were of little value.

The M12 Solution

It was immediately obvious to M12 that the SpliceCom Maximiser was the perfect fit for Beaulieu. Its unique architecture seamlessly supports both analogue and IP handsets, giving Beaulieu the flexibility to support handsets over existing copper and via their fibre optic based data network as appropriate. If any of the existing copper degrades further, a switch to IP handsets using fibre will be possible with Splicecom's universal licencing ensuring maximum return on investment. The integrated Vision reports system

ensures that reporting always reflects the current configuration and thus provides real value to the business. Navigate software offers easy access to features for analogue phone users, ensuring everyone benefits from the new features and functions on offer.



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Products and Software

We installed SpliceCom Maximiser system with a combination of analogue and IP handsets, plus wireless connection modules. Navigate application to provide simple access to features for analogue phone users and integrated Vision Reports to provide in depth reporting and analysis.

The Result

Every area of the estate is now fully supported by the new telephone system, all users get full access to all the features and functions and the IT team have great visibility of how the solution is performing.

Emma Varty from Beaulieu says, "We now have a much more reliable phone system, without the worry of degrading cabling. And now that we are with M12 for support they can dial in and address any issues we may have remotely, greatly improving our support response times."

Their Testimonial

"The main engineer on site for the installation, Matt, was fantastic. Non-stop and a nightmare to keep up with as he whizzed phones and cabling all over the site. In less than two weeks we had the phone system operational, with all the phones distributed, end users trained and cabling issues resolved. We couldn't fault the dedication Matt showed and despite being a large site with many buildings and outside areas to cover, the installation was flawless."

Emma Varty, Beaulieu ICT Co-ordinator.

"It was clear from the outset that there was a good cultural fit between M12 and Beaulieu. Their team didn't know what the solution was, but were able to articulate their problems and expectations, which enabled us to address their requirements and meet all of their expectations."

Steve Walker, M12 Sales & Marketing Manager.

