

# Case Study

DIXCART



DIXCART

Dixcart are an independent group, with an experienced team of well-qualified, professional staff who have offered international professional support services for over 45 years.

Dixcart has 10 offices in 9 jurisdictions, each supplying a core range of services as well as their own particular areas of expertise specific to their jurisdiction.

They work closely with professional intermediaries worldwide. These include accountants, fiduciaries and lawyers.

Dixcart provides a comprehensive range of support services in the core categories of private wealth and corporate advice. They also provide Business Centres in a number of locations which offer serviced offices and professional support services for companies establishing themselves in a new jurisdiction.

## The Challenge

Dixcart have been a happy customer of M12 for many years so when they were looking to move their UK head office it was natural for them to discuss their requirements with



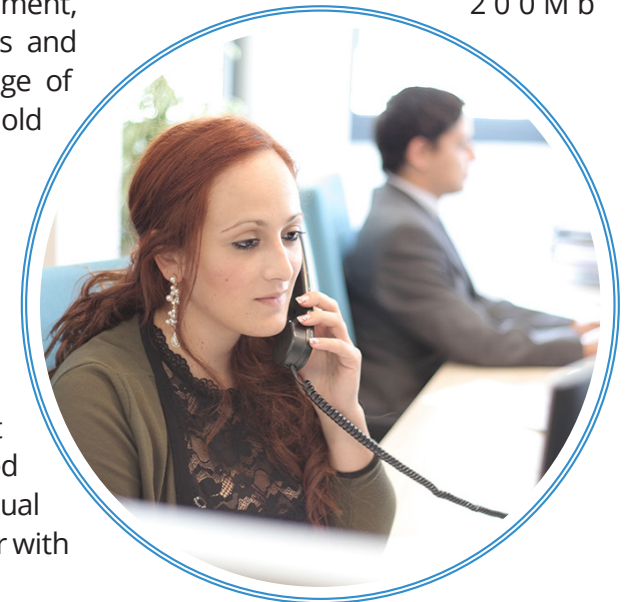
us. The office move required an ethernet connection so that they could upgrade their current Splicecom phone system to a virtualised environment, get rid of their old ISDN lines and move to SIP, to take advantage of cost savings and leave behind old fashioned, legacy technology.

In addition to their own staff, they planned to offer a serviced office environment in part of the new premises and the Splicecom platform and licensing that they had bought all those years ago allowed them to configure the new, virtual version in a partitioned manner with

no need for a separate system to accommodate this.

## The M12 Solution

M12 provided a virtual version of the customer's Splicecom system to move them from an on-site PBX to a virtual environment in their new offices. The new system is connected via SIP trunks on a 200Mb



leased line with ADSL back up to provide automatic failover in the event of an outage. We upgraded their system to the latest version of software and re-used all their existing licenses meaning Dixcart essentially got a brand-new phone system at a fraction of the cost. The system was configured with all Dixcart's existing users and prepared for partitioning for new companies as they moved into the serviced office environment. The phone system has built in reporting so that Dixcart are able to onward bill their customers' phone calls and manage vital business statistics to provide management.

### The Result

The new system means that the customer has a future proof system, running on the latest technology and in a much more resilient set up.

### Their Testimonial

Angus Rendall, Technical Services Manager at Dixcart says "We have worked with M12 for many years and they supplied our original phone system to all our UK and international offices and we are

delighted with their support and customer service. It was natural that we discuss our head office move with them and the recommendations they have made have given us a very low-cost upgrade to our phone system and allowed us to implement a strong DR environment around telecoms and connectivity. We regularly refer our IT customers to M12 for any telecoms and connectivity as we are so confident in their services and we have been delighted with the installation at our new head office."

Melanie Rigg-Milner, M12 Sales Manager says: "Dixcart are a long-standing customer of M12 and we wanted to help ensure that their office move offered them the very best technology in the most cost-effective way. Since the ISDN network is being retired in 2025 we wanted to make sure that we avoided using this in the new office and so installed the 200Mb leased line to cater for their voice and data. As an ISP in our own right we can quickly and easily increase this bandwidth to up to 1GB if the

customer's needs dictate. We hope that the refresh of the system and upgrade of the software will meet Dixcart's requirements for very many years to come."

