

Case Study

SOLENT STEVEDORES LTD



Solent Stevedores Ltd operates from the Port of Southampton in the areas of stevedoring, storage and rehandling of bulk/general cargoes. Since 2000 the company has built up an excellent reputation as a proficient and professional cargo handling operator. In 2007 Solent Stevedores entered a 20 year agreement with Associated British Ports (ABP), owners of the Port of Southampton, to expand the multi-user bulk terminal and enhance facilities with a joint investment of £7m.

Since then Solent Stevedores has expanded their operations in Southampton to incorporate multiple extensions to the bulks terminal and developing into new areas.

The Challenge

In 2009, Solent Stevedores were looking into purchasing a new telephone system for two sites in Hampshire and Gloucestershire. They were using an old BT featureline system at their Head Office in Sharpness and an even older system in Southampton so it was time for an update. They weren't looking for anything too complicated, just better

connectivity between the sites and a directory.

The M12 Solution

M12 provided internet connectivity via leased line at both sites, to improve connectivity as requested. We installed

Splicecon servers in both locations, along with providing a number of feature-rich Splicecon handsets to allow them to communicate more effectively. We also provided training so that all users were able to use the handsets and features to their full potential.

Amanda Keegan, PA to Chief Operating Officer explains, "Our account manager Mel was a pleasure to deal with and was able to explain everything in simple

terms. The major benefit for us was not having to deal with BT. Kev was a huge help as he was familiar with the dock area. The whole process was dealt with in a professional, timely and efficient manner. M12's engineer Carlo was marvellous when he installed the telephone systems at both sites and assisted with the training. It was a most enjoyable



experience, which is one of the many reasons why we have continued to be a customer."

The Result

The new system means that Solent Stevedores has a future proof system, running on the latest technology and in a much more resilient set up. Amanda says, "We had a far superior telephone system that could be expanded if necessary, which we have taken advantage of. It most certainly is a huge improvement."

8 years after their initial installation, Solent Stevedores continue to be a happy customer of M12. We upgraded their ISDN lines to leased lines, plus provided extra leased lines to all their additional sites, have added another server at the Fruit Terminal in Southampton, along with extra handsets. All the original handsets have since been upgraded in order to keep

Solent Stevedores fully up to date with technology.

Their Testimonial

Amanda says, "We continue to be extremely pleased with the service we receive at a very competitive price. Mel has provided advice when required and monitors our account to ensure we receive the most cost-effective prices. M12 have been there every step of the way during our expansion over the years where we now have several sites in Hampshire and our Head Office in Gloucestershire. It was an absolute pleasure dealing with Kevin, Rich and Carlo during the commencement of our first project and still is. It is a huge benefit to speak to the same members of staff who have an excellent understanding of our business."

Melanie Rigg-Milner, M12 Sales Manager says: "It's been a great pleasure working with Solent

Stevedores since our original phone system installation back in 2009. We have remained very close and helped advise and support them as their business has grown and requirements have changed. We are currently working closely with them on expansion plans for 2018 and hope to continue to do so for many years to come. The entire team at M12 are committed to ensuring our customers get the best customer service, advice and support to guarantee our customers are happy and have the systems and infrastructure to allow their business and staff to be as effective and profitable as they can be."

