



# Case Study

## WINDLES GROUP

A family owned company, established over 30 years ago and operating from a modern industrial unit based in Thame, Windles Group is a highly versatile and focused production house, concentrating on delivering the most creative and highest quality printed products, including Greetings Cards, Point of Sale, Social Stationery, Retail & Corporate Packaging and Specialist UV Print.

### The Challenge

Windles Group had a twelve month old hosted telecoms solution in place that was not functioning as they had hoped. This included handsets for approximately 30 desk users and 15 mobile users, but the mobile handsets in particular were not fit for purpose and were causing a lot of problems. In the main, the mobile handsets were used by senior



managers who needed to have the freedom to be away from their desks, whilst still

able to be contacted by their Management team, customers and suppliers.

Windles Group were experiencing frustrations with their existing supplier and so decided to look for an alternative solution to meet their on-site mobile requirements immediately. Windles Group then planned to transition their desk users to the new system once their existing contract expired.

One of our trusted consultants, Paul Streeter, met with Andrew Burton, Windles Group Commercial Manager and Brendon Ford, Windles Group IT Manager, to discuss and explore possible ways to improve their situation. Andrew had worked with

both Paul and M12 Solutions before and was keen to discuss his requirements with us.

### The Solution

By listening and understanding Windles Group's requirements and concerns, we were able to propose a robust



and flexible offering to meet their initial need for an on-site mobile solution. We proposed a hosted DBX solution with integrated Spectralink IP DECT system, to utilise their existing handsets for desk users, plus provide new Spectralink 72/76 series handsets for their mobile users, to solve the problems they had been experiencing.



voice services onto the M12 hosted DBX platform.

### The Result

By utilising existing handsets, the result is cost effective and replaced a system that was not fit for purpose. Due to M12's proven record of delivering high levels of service and support, Windles Group now has a flexible voice solution with improved management.

Andrew Burton explains, "It was a pleasure and reassuring to work with Paul and M12, who listened to our requirements and patiently worked with us to deliver the final solution. We were so impressed with their attitude and approach that we decided to move early other telecoms services from our incumbent provider."

Paul Streeter says: "This was an interesting project that was focussed more on getting the right solution, rather than a cost cutting

exercise. It was a pleasure to work with both client and suppliers who were really keen to work together to deliver the best result."

Andrew Skipsey, M12's Managing Director, says "This was a win-win all round where Windles were able to tap into a trusted business partnership that goes back many years. Together we solved issues and got the business back into a productive and pain-free place. Doing such a great job pleases me and inspires our team. Now for close and long-term quality account management."

