



Unified Communications

ENHANCING THE RETAIL EXPERIENCE

1825 Interiors was dealing with outdated technology and unreliable network between their head office and 12 stores.

THE BUSINESS

1825 Interiors is a family run business first launched in May 2009. The brother and sister owners owe their success and inspiration to their father, Ken Moras, who was the founder of one of the most successful furniture manufacturing and retail businesses in the Australian market. Their stores, products and goals are a reflection and dedication to their family life and values.

1825 Interiors today supplies premier handmade furniture and accessories to Australia, NZ, Europe and the USA.

THE CHALLENGES

1825 Interiors approached Arrow looking for a unified communications solution, with over 12 sites located across Australia, many in regional areas, they were having difficulty in acquiring reliable data connections, developing a communication system for both internal and public facing usage and relying on outdated technology to synchronise data between their retail stores, warehouse and head office.

Arrow's solution experts were able to analyse and guide 1825 Interiors into a custom-tailored product that would suit every need and more, planning for contingencies and the future – by utilising our partnership with the world's #1 cloud service provider, 8x8. Arrow were able to deploy a solution that would take 1825 Interiors IT and communications infrastructure out of 1825 and into the 21st century.

SOLUTION SUMMARY

- Interconnecting 12 separate sites
- Centralised advertised phone number
- Custom messaging and phone menu services
- VOIP cloud phone system, through Arrow premier partner, 8x8
- Virtual Office integration and extensions
- Multiple fibre internet connections
- Redundancy connections powered by 4G wireless solutions

OUTCOMES SUMMARY

- Migrating telephony services to cloud based communications,
- Calls made to 13 number routed to appropriate stores based on area code
- Automated recorded message greeting callers and presenting interactive menu
- Creating a virtual office environment that spans across all 12 sites, synchronising data to the cloud
- Cloud based analytics and reporting services to track sales and stock



SOLUTION SUMMARY

1825 Interiors main need centralised around developing synchronised communication network for both their internal business and external clientele.

Arrow developed and deployed an 8x8 solution that would create a virtual office environment based on the cloud, allowing data to be shared and stored across all stores. Arrow also deployed a centralised 13 number with custom recorded messaging services, for clientele to use when making enquiries.

In addition to aforementioned cloud services, Arrow also provided fibre internet connectivity solutions to all 12 sites, and installed emergency backup internet solutions in the form of 4G WiFi as contingencies, if the primary internet connections were ever affected by weather or man-made error.

Additional Solutions:

- Virtual Office Mobility Application – powered by 8x8
- Virtual Office Solution – powered by 8x8
- Virtual Office Analytics and Reporting – powered by 8x8
- Managed DrayTek routers
- Fax over VOIP
- Yealink telephony handsets and headsets

OUTCOMES

Arrow Voice & Data was able to take 12 separate sites and unite them through our unified communications and cloud services solution. Utilising our expertise in telecommunications and IT solutions, Arrow brought unity and simplicity to a now unified business front.

1825 Interiors is now able to fluidly conduct and monitor their business across all 12 sites, by having all data, analytics and communications routed through a centralised cloud-based solution. They no longer worry about lost communication, dropped calls, emailing files and data sheets – it's all synchronised and accessible through our cloud hosted solution.

Arrow Solutions Implemented:

- Business auditing and management of IT and data services
- Cloud-based phone solution across 12 sites
- Cloud-based analytics and data storage capabilities
- Virtual office services through the cloud
- Installation of new fibre and 4G wireless access
- Full system management through Arrow's Business IT Essentials product support team

PROCUREMENT SPECIALISTS

Arrow Voice & Data is the only company needed for all your IT and telecommunications needs. Being procurement specialists allows us to handle all technology, purchasing, warranty and support under one umbrella.

Your business can focus on what you do best, leaving the complications of technology to the experts.

CALL US TODAY: 1300 555 330

VISIT OUR WEBSITE: arrowvoice.com.au