

# Unified Cloud Communications

SIMPLE AND SEAMLESS MIGRATION TO THE CLOUD

**Arrow's cloud-based communications platform freed The Fiducian Group from the constraints of an on-premise phone setup.**

## ABOUT THE FIDUCIAN GROUP

The Fiducian Group Limited is an ASX-listed specialist financial services organisation founded in 1996, now employing over 100 staff with more than 60 financial planners. They provide financial planning, investment funds management, superannuation, investment platform administration, and information technology solutions. Their mission is *"To help people build wealth and feel more confident about their financial future."*

## THE CHALLENGE

The Fiducian Group is a multisite organisation, operating in offices that span capital and regional Australia. Their communications setup was comprised of on-premise PABX phone systems that were not meeting their requirement for unified communication.

Each site was essentially acting as its own communication silo, making ongoing management and upgrades more time-consuming, complex, and expensive. The need for a cloud-based and unified solution that could manage all sites from a central location was clearly needed.

Arrow Voice & Data consulted closely with The Fiducian Group and conducted a business

needs analysis. This allowed us to map out their requirements and propose a solution that met current needs and factored in future business growth and expansion.

Arrow's consultancy services provided a clear direction for our solution engineers to match business objectives with the best solution, sourced from our partnerships with leading cloud providers. 8x8 was chosen as the cloud provider that could best service The Fiducian Group's unified communications needs.

## THE SOLUTION

The Fiducian Group required unification of 13 of their sites, through transitioning to cloud-based unified communications that could be managed centrally.

Arrow specialise in on-premise to cloud phone migration, with additional experience and expertise in managing more complex multisite deployments.

The custom designed solution utilised 8x8 X Series, providing integrated communications that are not only cost-effective but also have a strong focus on customer experience. This aligns with The Fiducian Group's values that include building long-term client relationships based on mutual trust.



## THE SOLUTION INCLUDED

- Multisite 8x8 Voice, Video and Collaboration Solution
- NBN internet & 4G Failover
- Fibre 400 internet
- IP Handsets and work from home mobility solutions
- 24/7 Australia based customer support
- Installation, training, and call flow maintenance

Arrow Turn Key provides industry-leading services that have lower operating costs and the flexibility to customise the solution when needed.

It's simple to add additional users, phone handsets, and add-ons with the assistance of Arrow's dedicated account managers.

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## OUTCOMES

The Fiducian Group now has 13 unified sites that can be managed from one cloud-based platform, freeing them from the expensive constraints of a traditional on-premise phone setup.

Through the deployment of cloud-based integrated communications through 8x8, The Fiducian Group has now unified its staff under one easy to utilise system, providing a uniform experience across all sites.

The solution also future-proofs the business, with the ability to expand, scale-up and add additional sites in a simple, seamless, and cost-effective way.

## PROCUREMENT SPECIALISTS

Arrow Voice & Data are whole of business specialists for managed services and digital cloud transformation.

Being procurement specialists allows us to handle all technology, purchasing, warranty and support under one umbrella. Meaning your business can focus on what you do best, leaving the complications of technology to the experts