

Migrating to the Cloud

UNIFIED COMMUNICATIONS & MANAGED NETWORK SUPPORT

Arrow's telephony, business IT management, and network support ensures business continuity into the future.

ABOUT WATKINS COFFEY MARTIN

Watkins Coffey Martin was founded in 2000 and provides expertise across a broad range of business services including accounting and taxation, auditing, business development, cloud accounting, corporate and secretarial services, and business valuation. Their office is situated on the North Shore of Sydney and includes boardroom and seminar room facilities. They are committed to the highest level of best practice and professional conduct, are proud of the high standards they maintain, and the wealth of knowledge and experience they can offer to their clients.

THE CHALLENGE

Watkins Coffey Martin approached Arrow as they were running their communications from an expensive legacy on-premise PBX setup.

Their current maintenance provider was retiring, leaving them without ongoing support for their equipment. This situation provided the opportunity to conduct a complete communications audit and business needs analysis. Arrow's solution design and consultancy team worked closely with Watkins Coffey Martin to understand their immediate and ongoing requirements and address their need for a cloud-hosted unified communications solution.

In addition to migrating their phone and communications to the cloud, Arrow additionally conducted an extensive network and hardware review to ensure they would get the most from their new cloud solution.

THE SOLUTION

After the needs analysis and consultancy process, Arrow's recommendation was a cloud UCaaS solution. To ensure the most reliable and highest voice quality, a high speed Fibre internet connection with redundancy was also recommended and installed.

The network and hardware audit identified deprecated and damaged equipment that had the potential to negatively impact on voice quality and network reliability. The Arrow team went to work removing the legacy equipment, replacing it with modern networking components compatible with their new cloud telephony setup, including gigabit network edge switches.

Arrow also recognised the importance of business security and continuity for Watkins Coffey Martin. For this reason, a Firewall was deployed. Combined with a fully managed network support package, they now do not have to worry about downtime or technology obsolescence.



THE SOLUTION INCLUDED

Business IT

- Firewall
- Gigabit network edge switches
- Fully managed network support

Telephony and Networking

- Cloud UCaaS solution
- Cloud based IP Handsets and PC Softphones
- High speed fibre internet and redundancy

OUTCOMES

Watkins Coffey Martin now has its communications migrated to a cloud-based platform from their unsupported on-premise PBX. They are no longer tied to expensive maintenance and upgrade costs and have the freedom and flexibility to customise, expand, and scale their communications when they need to, simply and cost-effectively.

Additionally, they can now access cloud-based work tools to assist with their business productivity and customer experience, whether in the office or working remotely.

The firewall and managed network support proved their worth not long after implementation, through the early detection of a network outage.

Arrow's network operations centre was immediately alerted to the issue and was able to resolve the issue within minutes.

Watkins Coffey Martin now has peace of mind knowing that their business continuity is being proactively managed and safeguarded.

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

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