



Target Acquired, Flip Delivered! Cohort plc

Fast Facts

Organisation:	Cohort PLC, Arlington House, 1025 Arlington Business Park, Theale, RG7 4SA
Industry:	Defence and Security
Challenge:	Replace current Cisco call manager with new phone solution.
Solution:	Flip Connect's Cisco Hosted Telephony
Result:	Solution designed, implemented and fully managed.

Background

Cohort is an independent consultancy with a first-class reputation for providing a wide range of technical support, consultancy and managed services to a diverse customer base. Cohort's principal client has been and remains the UK MOD and its agencies. Other customers include NATO, EDA, UK government departments and major UK and international industrial players.

In 2006 Cohort became part of Cohort pic; a group of complementary companies providing advisory and technical services across the defence, security and associated sectors. Cohort pic is comprised of SCS, MASS and SEA.

The Solution

Our Cisco Hosted solution quickly proved itself to cater for many of the requirements that Cohort were looking to achieve out of their telecoms. This is when we identified the Hosted Solution to be the best option for Cohort as it allowed the company to reuse the Cisco equipment they had already invested in and would therefore mean that capital expenditure could be kept to a minimum.

Using the hosted solution along with the existing equipment also meant that enhanced functionality could be provided to the system. We were sure this solution would be within budget and straight forward to set up meaning minimal disturbance to the day to day running of the company while the installation was in progress. It was key that basic call functionality was easy and flexible to implement.

Summary

Cohort now have a telephone system with more functionality and included support services. The inclusive support services were imperative to Cohort and played a large part in their decision making when deciding to make the transition to us for their telecommunications provider. The cost saving is significant compared to Cohort's previous supplier which entailed very expensive support and service contracts.

The phones connect via Cohort's current WAN connectivity meaning not only that more savings have been made in this area too but it is a reliable and familiar connection that Cohort already had implemented beforehand.

