



MEGA GLASS CASE STUDY

Hybrid Phone System



FLIP SMASHED IT!



MEGA GLASS

Fast Facts

Organisation:	Mega Glass, 3 Foster Ave, Houghton Regis, Dunstable, LU5 5TA
Industry:	Manufacturing
Challenge:	Install faster connectivity and simplify current telecoms solution.
Solution:	Flip Connect's Hybrid Phone System
Result:	Solution designed, implemented and fully managed.

A Need For Change

Mega Glass relocated to state of the art offices and a manufacturing unit. There was a requirement for fast and reliable internet; with many of the tools used by Mega Glass being within the cloud or on the internet, a good connection is key.

A phone solution was needed that both met the current and new needs. There was also a requirement to incorporate Mega Marble, part of the Mega Fabrications Group. All though solution was key, so was service, Mega Glass had grown and needed a supplier who could provide a level of service and response in tune with Mega Glass.

Both the internet and phones are key aspects in the communication to both customers and suppliers. These two elements are paramount to the smooth running of Mega Glass as a business.

The phone system needed to be able to cope with two companies, Mega Marble and Mega Glass. Different numbers needed to be presented outbound from different handsets, and numbers calling in needed to be answered in the appropriate company name

Background

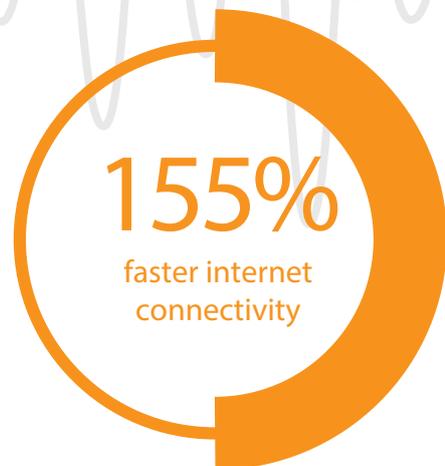
Since our conception in 2012 we've become one of the leading architectural glass innovation companies in the UK.

We have a passion for glass innovation and are constantly pushing boundaries in terms of manufacturing and applications. Our iGlass Technology® has set a standard in glass innovation and together is fast becoming the first choice for architects, specifiers, developers and end users.

A dedicated management team drives and shapes the business - collectively we have over 50 years of glass and stone manufacturing experience. We are true innovators with a desire to create and deliver beautifully crafted glass solutions to both our commercial and domestic clients.

We work to exacting standards throughout the whole development process and we are committed to manufacturing to the highest quality and detail.

Our in-house project teams work closely with our clients – it is this collaborative approach that enables us to utilize our expertise and knowledge to provide the best solutions and applications for your project.



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The Contenders

Mega Glass engaged with Flip who had been recommended by their IT support, so Flip visited Mega Glass and listened to the requirements. Listening is a key factor of providing the correct solution. As Flip provide several different solutions they need to be sure and propose one that fits.

Prior to making the decision to go with Flip Mega Glass met with 4 other providers representing a spread of mainstream and smaller suppliers. 2 totally over-complicated the brief and offered elements that would future-proof the company at a hugely inflated cost; both were both dismissed on the grounds that the business and communications systems will have changed radically in the next 5 years so buying into long-term solutions was neither prudent or required.

The other 2 companies got through to the second round but ultimately Mega Glass found in favour of Flip due to a good personality fit and a strong belief that Flip would be by our side during the change over and for the years to come. 12 months later this belief has been completely validated.

The Result

Flip supplied a Hybrid Splicecom phone system with an onsite server configured for the amount of phone users Mega Glass required. This system can have users added to as and when new starters require a phone.

In addition to the phone system, Flip have installed a Leased line with capacity for the phones and data connection to run off. The leased line comes with a high QOS and SLAs.

The reason we believe the solution and outcome has been so successful and correct is due to the partnership between Flip Solutions and Mega Glass. Throughout the process the Mega Glass office manager was clear on what was required and supplied all the relevant information to configure the new service and so ensured Mega Glass got, and continues to get, the most out of their new system.

Benefits

- ★ Simplified setup.
- ★ Installed a Leased Line.
- ★ Incorporate both companies.
- ★ Different outbound Caller ID.
- ★ System Training.
- ★ Modern Handsets.



My skills lie in running a successful state-of-the-art glass business, my knowledge of developments in communications is however very low and I needed to work with a company that listened to what we needed and identified the right solution. I wanted to avoid taking on elements of systems we did not have a need for and Flip took this on board and came up with a package that suited our requirements rather than upselling. From the very start they were – and continue to be - really good people to work with; from the MD to implementation team the service is professional, efficient and friendly.

Niki Mimoni
Managing Director of Mega Glass



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