

## Business Case: PlanIT Search

### About PlanIT

PlanIT Search is a staffing agency specializing in the placement of contract and permanent IT professionals, serving companies and career seekers across North America. With over 60 years of combined IT recruitment experience, and decades more within the IT industry itself, PlanIT staffing consultants' varied backgrounds come together to form a team with a dedicated, singular focus on client service. It was this focus on client service that became a critical factor when choosing a new phone system. In addition to customer service, reliability is also important to PlanIT Search. As Chris Prosser, PlanIT Search Consultant, states "If we can't make phone calls, we're out of business."

### The Situation

PlanIT was using a traditional Nortel PBX system that was about 5 or 6 years old. The system worked fine, with good voice quality, solid reliability, and a simple process for changing users. Customers were accustomed to calling the main number and dialing an extension to reach PlanIT personnel.

**Why switch from a premise-based system with good voice quality that provides all of the necessary features for the business to run?**

### The Challenge

PlanIT is growing, and a premise-based PBX didn't offer the scalability that a hosted Voice over Internet Protocol (VoIP) solution provides. PlanIT has offices in Toronto and Calgary that are about 3500 km apart with plans for more in the near future. They realized traditional phone service has been around for over 100 years and legacy phone service providers cannot provide the flexibility that hosted VoIP technology can. IP telephony is extremely flexible and scalable, and has proven to meet and exceed expectations of legacy phone systems.

**PlanIT Search found OneConnect's hosted solution to be an ideal fit.**

*"I don't want to spend time fooling around with phone systems.  
I just want the service – OneConnect provides that."  
– Chris Prosser, PlanIT Search Consultant*



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### The Solution

OneConnect's hosted IP solution allows for PlanIT Search to add new users in various locations quickly. "The hosted service offered by OneConnect is a strategic technology, and it's in line with our strategic plans. It also offers functions and capabilities that we didn't have." With both Toronto and Calgary offices using OneConnect, calling between offices is free.

PlanIT has also enjoyed the reliability that OneConnect's hosted solution provides – without the hassle of an in-house phone system. "One thing I like about OneConnect is they've got redundant everything – servers, phones, UPSs. The service has been very reliable."

### The Benefits

In addition to addressing PlanIT's need for expandable phone service in different geographic areas, OneConnect's hosted VoIP solution has provided a wealth of features the old, traditional PBX did not. Some of the enhanced features that Chris Prosser and other users PlanIT are taking advantage of include ad-hoc conferencing, Instant Messaging, Friends Online, and Call Routing. "The IM is quite useful, and Friends Online allows us to see if another person is busy or not before calling them. Call routing allows me to take my calls anywhere and it's invisible to my callers."

Most importantly, PlanIT has been able to continue their focus on client service. PlanIT Search felt it was very important to keep basic calling functionality and make the transition as invisible as possible to their clients. The switch to OneConnect's hosted service had to happen without interrupting inbound and outbound calling and all of the phone numbers and extensions had to stay the same, which was very important to Chris. "We use the auto-attendant feature to direct calls. Customers still call the same number and dial the same extensions to reach us as before the switch."

While PlanIT's callers have not noticed a difference, PlanIT users have. Chris feels his associates have more choice. While most use their desktop phones, some use USB hands-free headsets with PC Client, Nortel Networks' softphone application. PlanIT associates have the tools to communicate more effectively and they are taking advantage of them, as demonstrated by busy Consultants like Chris Prosser. "I'm no longer tied to my desk in Toronto. I can work anywhere and it's invisible to my callers where I am. Right now I'm at home and I'm talking to you through my laptop over my wireless LAN and over the internet."

Contact OneConnect for a consultation

