



HARVEYS FURNITURE CASE STUDY



The Steinhoff Group and its Harveys and Sleepmasters furniture chains save on telephony services and get better connected with ONI through Contact Centre, Data Centre, Unified Comms and Borderless Infrastructure solution

VERTICAL MARKET

Retail

CHALLENGES

When Harveys moved their Head Office to Thurrock they wanted to ensure that the new communications system was flexible, future proof and incorporated the latest technology.

SOLUTION

They appointed ONI to design and implement a Cisco Unified Communications solution for the 100 staff at the office plus the large UK distribution centre in the same building.

As part of the solution was a comprehensive wireless network which covered both the offices and warehouse areas and provided uninterrupted coverage for forklifts and handheld devices even when the warehouse was filled to capacity.

The wireless network is capable of carrying both voice and critical data, including picking information for warehouse operatives and forklift drivers improving accuracy and productivity.

Since the initial implementation, ONI has built a strong partnership with Harveys providing solutions and advice as their requirements for the business changed. More recently, for example, the Steinhoff Group wanted to review telephony spend across all of its retail businesses in the UK.

Through a recommendation from Harveys, they appointed ONI to analyse existing costs and investigate alternatives for their 700 sites. The resulting solution delivered savings of over 5% with more appropriate line rentals and calling plans.

ONI also manage Steinhoff's relationship with BT, acting as the first point of contact for any requests for change or assistance. Recommendation to Sleepmasters ONI's excellent reputation within the Steinhoff Group and particularly with Harveys, has allowed them to also help sister company Sleepmasters, who were setting up a number of new branches in Ireland.

ONI designed and implemented the new network providing secure links back to the UK data centres. Using their experience with international carriers such as Eircom, ONI were able to overcome local issues on the ground and ensure the sites were able to go live in challenging timescales. ONI are now working on upgrading and optimising the network for the Sleepmasters chain of stores in the UK.



BENEFITS

- Cost saving consultancy
- 3rd party partner management
- Secure data centre connectivity



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