



CHARLES STANLEY

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CASE STUDY



BESPOKE DEVELOPMENT



BORDERLESS INFRASTRUCTURE



UNIFIED COMMS



STOCK BROKING



CONTACT CENTRE

Charles Stanley is one of the UK's leading independent investment management companies. Managing assets for 95,000 clients, in excess of £20 billion, they employ over 1,000 people in 28 offices across the UK.

CHALLENGES

Headquartered in the heart of London's financial sector, Charles Stanley has seen consistent growth over the past decade, much of it as a result of acquisition. As a consequence, they had accumulated a variety of disparate, often outdated communications systems.

A lack of standardisation and integration was resulting in operational inefficiencies and excessive support costs. The knock-on effect was a barrier to both future growth and effective compliance with FCA regulations.

Charles Stanley were seeking to upgrade their communications network across the organisation, introduce process automation where possible and improve general standards of resilience, flexibility and customer service.

SOLUTION

ONI designed and implemented a centrally managed Cisco Unified Communications system, providing standardised functionality to 400 head office staff and 600 users across the regions. This instantly streamlined business processes and reduced regional support issues.

All users were provided with unified messaging; delivering voicemail, email and faxes into a single mailbox for easy access. IP telephony provided easy-to-use video conferencing, extension mobility and the ability to broadcast messages to IP phones using Berbee's Informcast application.

Charles Stanley gained business continuity benefits by being able to access individual extensions from any Cisco IP phone or softphone on the company network. This proved invaluable during the 7/7 terrorist attacks, where key employees were able to travel to the disaster recovery facility outside London with their IP phones and continue trading immediately.

BENEFITS

- Bespoke integration with IP Trade
- Disaster recover solution for seamless operation
- Improved compliance
- Increased efficiencies

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Call recording, monitoring and management capabilities are essential components of FCA regulatory compliance. The updated call management system saves and indexes all calls electronically, making it easy to locate specific conversations for settling trading disputes.

ONI also developed a bespoke, visual one-click speed dial application; allowing up to 40 speed dials for the broker dealer board systems. Additional collaboration tools including presence, personal communicator, mobility services and video conferencing have also been added; further enhancing the user experience.

The new systems have increased the productivity and effectiveness of employees and have also given Charles Stanley a communications platform for the future that will be able to grow in line with the business.



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.