



HARVEYS FURNITURE CASE STUDY



RETAIL



BORDERLESS
INFRASTRUCTURE



UNIFIED
COMMS



CONNECTIVITY
SERVICES



CONTACT
CENTRE

Wholly owned by Steinhoff International, Harveys are the largest furniture specialist in the UK. They have over 150 stores nationwide and specialise in quality lounge and dining room furniture.

CHALLENGES

When Harveys made the decision to relocate their head office, they were looking to take advantage of the connectivity, cost and flexibility benefits of the latest IT and communications technology.

The relocation was an opportunity to introduce new services and solutions, to modernise the organisations infrastructure and provide secure, value add services to both contact centre agents and customers.

As the Steinhoff Group were also expanding into new territories, they required an integrated approach to systems design, with resilient connectivity back to the UK data centre and contact centre facilities.

SOLUTION

ONI designed and implemented a Cisco Unified Communications solution for 100 head office employees and the adjacent UK distribution centre. An integral part of the solution was the installation of a comprehensive wireless network, covering both office and warehouse locations; providing network access to forklifts and a range of handheld devices.

The new wireless network carries both voice and data, including pick and pack data for warehouse operatives using both forklifts and a range of hand held devices; improving process speed and accuracy.

Since the initial implementation, ONI has built a strong partnership with Harveys; providing a range of solutions and advice as the requirements for the business changed. When the Steinhoff Group decided to review their telephony spend across all of their UK retail businesses, they turned to ONI.

BENEFITS

- Reduced call costs and complexity
- 3rd party vendor management
- Secure data centre connectivity
- Process and productivity improvements

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ONIs contact review team undertook a detailed assessment of existing call costs and plans across 700 UK locations. ONI were able to recommend a range of alternative calling plans and contracts that generated an immediate saving of over 5% on annual call costs. ONI also manage Steinhoff's relationship with BT, acting as the first point of contact for any requests for changes or assistance.

When Sleepmasters, another brand within the Steinhoff Group, were looking to establish a number of new branches in Ireland, it was ONI was once again was the technology partner of choice.

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 within challenging timescales.



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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.