

# Castacrete



Castacrete's technical manager turned to Focus Group to recommend and implement a fully integrated, future-proof telephony solution – one which could grow with the company.

**Number of employees: 100+**

## The project

Originating as a backyard idea in the 1960s, Castacrete has evolved into a multi-million-pound business and leading outdoor paving manufacturer.

With three major manufacturing sites and nine Stonecraft Paving Centres across the UK, employing over 100 staff, Castacrete is adapting to the industry.

However, its outdated BT network, relying on legacy ISDN and analogue lines, struggled to support the company's rapid growth. The existing telephony system caused operational inefficiencies and high maintenance costs across its manufacturing plants and retail outlets. To keep pace with its expansion, Castacrete needed a modern, efficient telecommunications upgrade.

## The solution

### The solution incorporated:

- Mitel PBX Phone System
- UK SIP Trunk Solution

Focus Group took the time to get to know the business and its communication requirements and set about installing an MPLS network across all sites. The team replaced the phone systems with Mitel hardware in the manufacturing plant and IP handsets in the paving centres for optimum flexibility. Focus Group also upgraded each of the legacy lines to SIP trunks, utilising the MPLS network for calls and guaranteeing a telephony system that was fit for the future.

## The result

Castacrete now has a fully integrated MPLS network which is faster, more reliable and more secure. The business has one phone system so every location can receive and make internal calls, and one central, intuitive management tool to allow for moves and changes to the Mitel phone system. In addition to significant improvements from an operational and call management perspective, the overall cost was less than they were paying for their legacy phone system.

“I would personally like to thank the whole team at Focus Group as they have been on the journey with us as we grew. Special thanks must go to Fred Barton who is always on hand if we need anything; Jason Craddock and Kevin Leaves who installed and implemented the solution and the whole support team at Focus who are extremely helpful and knowledgeable as and when we need them. I would not hesitate in recommending Focus Group to anyone.”

