Hanover Displays

Our Microsoft Teams services replace Hanover Displays' ageing phone system with a modern and flexible telephony solution.

Location: Lewes | Number of users: 105

The project

Established in 1985 in Lewes, Hanover Displays has been designing and manufacturing passenger information systems for the public transport industry for over 37 years.

However, the business was struggling with an ageing telephone system, which had been declared end of life and no longer had any support. On top of that, the current system also lacked flexibility, and with the office undergoing refurbishment, a lack of flexible remote working solutions was causing problems for staff.

With an also-impending ISDN switch-off right around the corner, Hanover Displays needed a telephony solution that would modernise operations and provide flexible features for the team.

The solution

Our team recommended Hanover Displays switch to the Microsoft Teams Phone System app. With this, staff could make and receive calls from their PCs, laptops and mobiles from anywhere, anytime.

Additionally, not all staff required a full phone system licence. And so, we also set up handsets in the office's common areas for all team members when they needed to make a call.

Even better, we also provided key staff members access to Microsoft's easy-to-use admin portal. This feature would enable the team to amend call routing settings, groups and queuing options, ultimately saving the business money on future engineering fees whenever an amendment was needed. That's a win-win!

The result

Thanks to our Microsoft Teams solution, Hanover Displays now has a modern and more flexible telephony setup. Plus, by future-proofing their business communications, they've beaten the impending ISDN and PSTN switch-off by Openreach!

"The team provided some great project management and focused training sessions for admins and end users shortly before deployment and change-over. The Teams telephony solution is simple to use for admins and staff and just works, in an interface that most were already familiar with."

Simon Coleman, IT manager