

# Mersen



Focus Group helps Mersen overcome a major telephony challenge - getting a new system up and running in a matter of days!

**Number of users: 7,000+**

## The project

Developing custom-built solutions and delivering key products to its clients, Mersen helps clients meet the new technological challenges shaping tomorrow's world.

Mersen UK employs 150 staff, operating across three sites: Portslade, Holytown and Teesside. They also have a number of field-based staff who require access to the telephone system for communications and to support remote working. The existing telecoms infrastructure was affecting Mersen's operations, and a cost-effective solution to operate more smoothly and efficiently was required.

Historically, Mersen UK had been using multiple telecom providers across all sites, and so, Focus Group demonstrated the benefits of using only one!

## The solution

### The solution incorporated:

- Horizon phone system

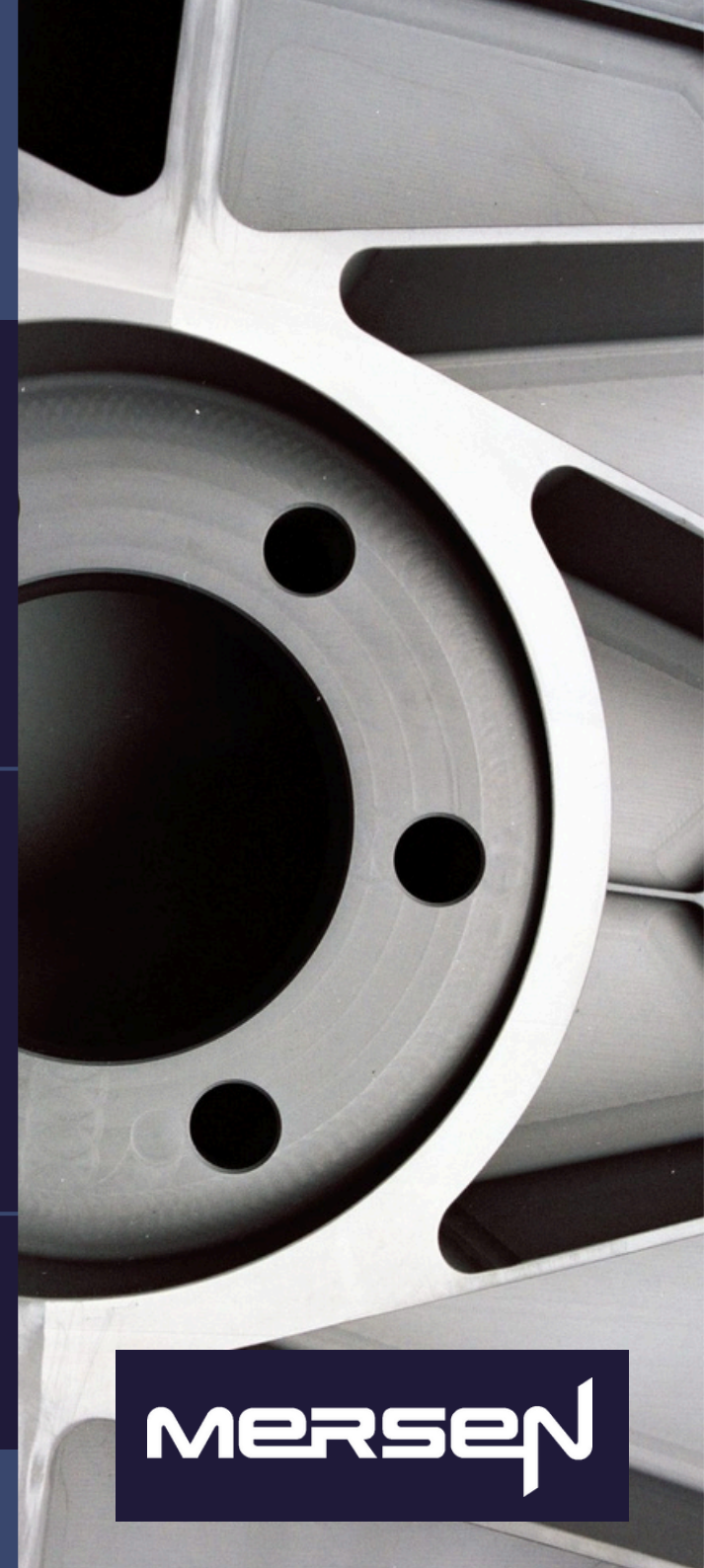
Following Focus' recommendation, Mersen had Focus Horizon installed with Polycom IP VVX410 Handsets, BT IP67 DECT Handsets and multiple conference phones.

This solution enabled the business to build an enhanced disaster recovery plan. A review of its inbound calls to multiple sites enabled staff to be managed more efficiently, bringing all sites and users onto the same platform. The implementation of DECT handsets was introduced at the Holytown site to allow engineers to move freely around the site.

## The result

Focus delivered a unified communications platform which resulted in improved staff communication. Enhanced inbound call management has led to improving customer experiences and ensuring calls are routed to the correct person or department. The enhanced disaster recovery solution ensures that all sites can remain operational in the event of a power failure or network outage.

"The move to consolidate our telecoms solution from one provider and to a cloud-hosted system was imperative for us to achieve cost efficiencies and a seamless process for when things do go wrong."



The Mersen logo, consisting of the word "MERSEN" in a bold, white, uppercase sans-serif font. The letter 'N' is stylized with a vertical line extending downwards from its base. The logo is set against a dark blue rectangular background.