

# Case Study – Essex Motor Factors

## Installation details: ISDN replacement

**(Written by customer)**

It was the spring of 2015 and I was really busy planning a Branch Move, I have a group of 3 Motor Factors based in Essex. We had decided to move from one building at the back of an industrial estate to a unit on a road side location on the same industrial estate. In fact it worked out really well as we wanted to go to a bigger unit and the unit we was going to be occupying need to downsize so our landlord decided it would be a good idea that we swapped units. now ordinarily I don't mind a gamble but a unit swap over a single weekend with no downtime was always going to be a difficult task.

I am one of the business owners and over the last few years I have got more involved in the IT and Comms side of the business, after all this is our life line and without the phones and computers we have not got a business, I have not always made the best decisions in this role although always having the best of intentions. I suppose everyone in the role has made similar decisions in their work. I am sure many of you reading this have had issues with phones in the past and of course you ring the two lettered company who handle this only to be blown out with an excuse about your equipment must be at fault or the fault lies with your line provider etc etc, It was reflecting over these conversations years later that when faced with a dilemma to renew the contract on our lines I made the choice to go with the experts in this field. After all this is what they do and although a little more expensive than other providers I believed that they were the right option for our business and I signed away to a five year contact.

So back to the move, I was faced now with a dilemma, I needed to get ISDN lines as well as Analogue lines with Fibre Broadband migrated and provisioned from our old premises to our new over a bank holiday weekend so I called the Experts again with the two letter name, after all who better than to assist with this difficult task. To be honest it was one of the most difficult conversations I had had and not very helpful in fact. I did manage to get some information about what would be required and from their point of view it was very simple. The first thing I needed to do was commit to a new 5 year contract and they could install ISDN in our new premises within 6 weeks, this was OK and i still had time but my main concern was that they could not guarantee the weekend changeover in fact was pretty confident that this would take several days complete. I couldn't really see what the issue was considering we are only talking three doors away and you can see one unit from the other.

I decided to see if there was another angle we could attack this from and maybe do away with the phone lines causing me many problems and adopt a VOIP System, the issue was that all my branches were linked with a particular phone system and a change of system in one would result in all of them needing to be changed and this was not really the route I wanted to go down as I didn't have the funds needed to change systems. I contacted Andy at Vostel, I have worked with Andy before with another project so I knew if anyone could come up with a solution it would be him, he advised me at the time to look at changing the phones to IP and move over to his hosted PBX but this would not get over my issue with the other sites.

It was several days later and I was pondering over my options when on a Saturday evening my mobile rang and it was Andy. He said " I think I have a solution " I was intrigued and we agreed to have a chat on the Monday about his idea. He explained about a box he had used in the past that could be adopted for a new purpose but to be honest I was still stressing over lines but decided it

would be a good idea to test. We agreed a time that Andy would Travel across from Sussex to Essex and we met for the evening to try out his theory.

Andy arrived with a new firewall for testing and another box which he was going to use to replace the phone lines , we made up some very suspect patch leads for the exercise and began to test. It worked, Andy had managed to deliver a call via IP Telephony and trick my phone system into believing it was still connected to ISDN, this meant we could actually cancel the lines and move across to IP but remain to use our legacy equipment which we had invested in heavily.

We made the decision on that evening to Port our number across to Vostel immediately so the new box was working in the old building and that way on the move day we could literally walk across the road with it and plug it into the new broadband readily installed in the new building.

The rest of the move although tough would have been a lot more stressful without the support of Andy and his team. not only did they save us lots of downtime the saving are most welcome.

We are just in the final phase of rolling out the same boxes in our other two sites and soon will be enjoying not only double the amount of lines we had previously but savings of over £550.00 Per Month

I have now learnt that it is not important to be with a brand leader when it comes to comms, Like ourselves a family business can be flexible and most importantly deliver a service second to none., I have and will continue to recommend Vostel to other business's and friends.

On another note, The company we swapped units with decided to move to the premium telephone supplier for lines and a brand new system. the service was terminated the day we moved units and six weeks later they got their lines and new system installed.

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