

Welcome to Frontier

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# INTEGRAL SEARCH AND SELECTION CASE STUDY

**MyFrontier**  
Keep in touch



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## The Customer

Integral Search & Selection Limited is a leading executive search recruitment firm specialising in niche areas of finance. The company serves accountancy and law firms, financial service institutions and multinationals advising in both the UK and internationally.

Integral consultants are all experienced in their respective areas and the company only employs people who know their market and are known in that market. Many have worked in the markets in which they recruit. That is the reason why over 80% of Integral clients keep coming back and a reason why the company is often given challenging assignments.

Integral's track record of domestic and international projects speaks for itself. The company works in the UK, Europe, North America, South America, the Middle East, Australia, Asia Pacific and a number of emerging markets. There is nowhere that the company cannot operate and provide market leading recruitment options.

## Challenges

Due to expansion Integral wanted to move from serviced offices where telephony and network services were provided to new premises where Integral would have to make its own comms provision. The move was a time of major costs and capital expenditure so Integral were keen to find a cost-effective solution that involved the minimum of capex and ongoing operating costs.

Integral also wanted a converged voice and data solution avoiding the need for two network infrastructures at the new offices. Most importantly as a customer facing organisation dealing with high level executive search recruitment, Integral had specific requirements for inbound call handling to ensure that recruitment candidates and client company calls were managed promptly and efficiently.

## Solutions

Frontier recommended its MyIP hosted solution which combines powerful call handling, soft phone technology, Outlook integration and conferencing. MyIP hosted comes with several options for licenses and a menu of features so customers such as Integral can choose what they really need with the opportunity to add additional functionality at a later date. The low cost of entry and the feature-rich nature of Frontier hosted IP was exactly what Integral was looking for. As a cloud based service, MyIP hosted is provided on a monthly contract basis, making it a tax deductible service charge, unlike capital expenditure which is only partially tax allowable. MyIP hosted requires the minimum of capex outlay for hardware such as handsets and routers.



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MyIP hosted is a 'plug and play' solution, which is pre-configured.

Integral wanted a single person to manage inbound calls with a four rings to answer policy. Frontier configured the MyIP hosted solution so that after four rings calls are routed to a nominated hunt group. Should they not be able to answer, inbound calls then go to voice mail generating an email alert to the main inbound call contact.

## Outcomes

Integrals key goals of reduced operational costs and minimal capital expenditure through delivery of a converged comms solution were all met by Frontier. An extra unplanned gain was that Frontier were able to offer Integral a three year 0% financing deal for the Cisco hardware supplied, including 30 IP handsets and router.

Call routing was a critical element for Integral to project a professional level of service in keeping with the company's status as a leading executive search recruitment firm. The MyIP hosted solution implemented by Frontier met this requirement with routing that while sophisticated was simple for Integral to operate.

The MyIP hosted solution is user intuitive and configuration of the system is simple and easy via the onscreen interface. As an additional feature Integral opted to have call-reporting functionality as part of the MyIP hosted deployment which is provided in the flexible licensing system.

The converged solution delivered by Frontier working with two partners has met Integral's requirements in all regards.

## Integral says

Jenny Tenniswood, Operations Manager, at Integral comments "When we moved from serviced offices to our own premises we wanted a hosted telephony solution to minimise initial capital expenditure and also reduce operating costs. We looked at several prospective suppliers with our telephony consultant and Frontier Voice & Data proposed the best solution.

We were very happy with the installation. The project management was excellent and Frontier's 'keep the customer informed' policy meant that we were reassured things were proceeding smoothly at every stage of the implementation".



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