



## Case study - Horizon - Hatfields Garages

“ Our client is over the moon with their new service and capabilities now that they've moved over to using Horizon.

They were particularly impressed with the roadmap that Horizon has and will be implementing call recording and the mobile integration module when it is launched next year. As we look after Hatfields mobiles as well, this is truly a fully converged solution that we have rolled out. ”

Wayne Cartwright, CEO - Communicate Better

### The customer

Hatfields Garages, one of the largest independent car dealership groups in the UK with over 300 employees across its numerous sites, has been given a communications overhaul by Manchester based reseller Communicate Better.

### The pains

The company has a reputation for excellence in all areas, winning awards and accolades from many car manufacturers and automotive media, yet its legacy telephony systems were not matching the professional image the company had gained.

With eleven garages across the North of England and the West Midlands, each with individual telephone systems installed and all with PBX connections to ISDN lines, the client was incurring huge costs for 2MB lease lines through another supplier for each location. Hatfields was also experiencing very slow internet speeds and high call costs for internal calls between locations.

### The solution

Communicate Better proposed to install a secure MPLS network to manage all of the internet traffic and replace the 2MB lease lines with up to 100MB of Ethernet connectivity at each site for faster, guaranteed internet access. Each pipe was then prioritised for voice and Gamma SIP trunks was overlaid to replace and rationalise the traditional ISDN lines.

Gamma's broadsoft-based communications platform, Horizon, was then rolled out across the estate to give a centrally managed system. There are now over 220 end-users, which is expected to increase, as the company continues to expand.



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Unlimited communications



### The outcome

Horizon can be administered from any internet facing device, enabling the customer the flexibility of being to make any changes both easily and instantaneously. The unified internal directory for the entire estate provides not only ease of site-to-site calling and transfers but significant cost savings on this telephony usage.

Introducing online call statistics enables the customer to analyse key staff performances, which in turn will help them improve sales figures and report on customer services calls, which will help shape and improve the overall customer experience.

Several DR options were implemented, including automatic diversion of calls to another site using Horizon's Number Unreachable feature, for example, during a power cut.

