



TELEPERTS
MANAGED VOICE SOLUTIONS



CASE STUDY



Mitel Communication Solutions by Telexperts



MOORE INDUSTRIAL LTD.

Moore Industrial rolls out a Mitel Unified Solution across 5 Canadian Locations.

About Moore Industrial:

Type: Western Canada Industrial Tool Supplier.
 Location: Head Office – Winnipeg, Manitoba with 4 locations across Saskatchewan and Alberta.
 Configuration: 5 Mitel 3300 MCD's with a Mitel Application Suite.
 Website: www.mooreindustrial.com/home

The Company:

Moore Industrial Ltd., established by Gary Moore in 1976, began as a machine-tool distributor in the province of Manitoba. In 1980, they moved into their present 18,000sq-ft Winnipeg facility. Branch locations were opened in Edmonton, in 1990. Subsequently branches were opened in Regina and Saskatoon, in 1995. With these convenient locations and sales support in Calgary and Vancouver, Moore Industrial Ltd. serves all of Western Canada.

The Challenge:

Moore Industrial was looking to upgrade their system to make sure they were up to date with the current telephone technology. Telexperts had to design a system to connect 3300's in all 5 locations to help call flow and centralize roles.

Customer Needs:

Upgrade over 80 users between the 5 locations to a new Mitel Unified Communications solution. Create a unified dialing plan for the entire company and deploy presence, mobility and conferencing solutions to all users. The project had to integrate properly with their existing IT infrastructure.

Results:

Telexperts completed the project and networked the 5 locations while coordinating with Moore's IT provider.

They have increase call efficiency with a Telexperts designed call flow that makes sure the right person gets the call no matter which location.

Moore Industrial is fully trained from both a user and administration perspective and is self sufficient in managing all the day to day moves, adds, changes and even new installations.

They continue to grow and add applications and functionality as they see fit.



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