

# A du Pré Case Study

(Wednesday 6th January, 2010)



As a firm believer in adopting the technologies it recommends to customers, du Pré continues to operate without any problem during this week's snow, continuing to support all its customers throughout the UK and overseas.

"Snow disrupts the UK," screams the headline on the BBC news website. Not the case at du Pré, where it's completely business as usual in the line of supporting customers with their telephone systems and IT networks.

Staff at du Pré have been using its own 'Connect' IP telephony system for some time now. In addition to all the features and benefits it brings during normal weather conditions, it's times like this when the system really shows off its capabilities and highlights du Pré as a company shining above all others.

Jon Dawkins, Telephony Technical Manager at du Pré, explained Connect in more detail. "It's very straightforward on the outside for the user, while being highly sophisticated on the inside. Some of our staff have been unable to get into the office so have simply logged in to their home Cisco handset. With this, they can make and receive calls **exactly** as if they're in the office."

Jon continued, "Everything stays the same when working from home with our 'Connect' system. Obviously, calls are billed to the office, but hunt groups stay the same and even your voicemail comes with you. It **really is** identical to being in the office."

Importantly, there is no special connection required to enable Connect to work from employees' homes.



Some employees are using their home BT broadband, while others are using Sky, or Orange or even Tesco. It makes no difference - any 'normal' consumer broadband connection allows employees to carry on working in times like this.

Sam Papandreou, Project Controller at du Pré, gave her story. "I stayed at home this morning and managed to clear so much work. Then I chose to walk to the office for the afternoon as the snow was stopping. I could have carried on at home but it was nice to get some fresh air outside!"

Many other employees at du Pré chose to hike to the office to work for at least

part of the day, demonstrating the true commitment of the team and the importance of looking after customers. "We keep ourselves going so we can keep our customers going!" explained Maxine Chadderton, Service Delivery Manager. "That is our primary function - that and building snowmen!"

## About du Pré

du Pré is a company of skilled professionals, experts since 1979 in providing state-of-the-art communication solutions to UK businesses and schools.

For further information, call du Pré Sales on 01635 55 55 50 or visit our website [www.dupre.co.uk](http://www.dupre.co.uk)

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