

BVH

BvH

CASE STUDY



Overview

When BVH were planning their move to the new purpose-built facility, it represented a major expansion for the Birkenhead-based car and van rental, vehicle leasing, car sales and service operation. They are a one-stop shop for both personal and business vehicle requirements, and the move to the new 4-acre site increased the scale of the operation by a factor of 10.

Digitel carried out a complete review of BVH's systems requirements for the new site with Richard Houghton BVH company director to deliver a solution that influenced business efficiency and customer service using the very latest technology.

The Challenge: to deliver a state-of-the-art communications solution.

1. The existing telephone system was 12 years old and was due for an upgrade
2. The new facility needed a complete installation for voice, data and Wi-Fi facilities to provide a state-of-the-art upgrade.
3. Broadband speeds needed a significant upgrade from 15 Mbps.
4. The new Wi-Fi network needed to cover all of the offices, showroom and service facilities as well as 4 acres of car park.
5. With the significant increase in the size of the new site the BVH team needed the ability to communicate regardless of where they were throughout the site.
6. The existing network service consisted of 10 ISDN 30 lines together with some analogue lines all of which needed to be upgraded as part of BT Openreach's network upgrade program.

The Solution

1. Upgrade the existing telephone system to Digitel's new Temovi multimedia cloud exchange to include mobility apps and videoconferencing.
2. Upgrade data network switches to achieve faster data transmission speeds and increased network reliability and security.
3. Upgrade broadband service to Fiber 80 Mbps with unlimited data download capability.
4. The new Temovi cloud exchange provides BVH with business mobile communications for the BVH team both on site and off site integrated with BVH's main number and desk phone DDI numbers so they can answer calls regardless of where they are.
5. Upgrade Wi-Fi network to dual band gigabit speeds to operate throughout the site, with built-in encryption to provide active defense for enhanced security as well as provide better management and control.

"Digitel have been supplying BVH's communications for over 12 years from our telephone systems to lines, calls and broadband we have always been very happy with the support and advice Digitel has given to BVH over many years. We are not telecommunications experts so we look to Digitel for advice and guidance on our communications needs that's why we chose Digitel to supply the new systems for a new 4-acre site. We had to get things right."

Richard Houghton BVH Director

BvH Car Sales

BVH is probably the largest single source provider of both public and business vehicle services on the Wirral and Merseyside, and the oldest operating for over 50 years.

Year founded: 1968

Website:

<https://www.bvhcarsales.co.uk/>

Located: Birkenhead, Wirral

"BVH we employ a fantastic team of staff, from our sales, rental and service center teams through to our accounts department all our staff are 100% customer focused, this is something that we are very proud of."

"We needed a communications solution that would help the BVH team to both enhance our customer support capability and increase our overall operating efficiency"

"When Digitel recommended that we switch to the new Temovi cloud system, it was an easy decision because we know longer have to pay for lines calls or maintenance as we did with the old system"

Richard Houghton BVH Director

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The Result

As a result of installing all of the above solutions BVH has upgraded all of their old systems infrastructure with a state-of-the-art integrated multimedia communications solution and still saved £130 per month over what the old bill was.

- Overall monthly bill savings on the new system of £130 per month
- With the installation of the new Temovi multimedia exchange the BVH team have increased their overall operating efficiency and provide a better customer experience.
- The BVH team and their customers now have five times faster fiber broadband.
- A Wi-Fi network covers the new 4-acre site enabling the BVH team to stay in touch regardless of where they are on site.
- With the installation of Digitel's Temovi multimedia cloud BVH have replaced their old 10 lines with 18 lines at no charge, thereby enhancing their communications throughput capability by 80% so that customers will always get through.

"The Digitel solution also provided Wi-Fi speeds of over 867 Mbps which when coupled with Digitel's Temovi system mobile app which was downloaded onto all mobile phones this allows us to stay in touch with each other and customers regardless of where they are."

"With the Digitel solution we also upgraded our broadband to fibre broadband which now provides us with 150 Mb unlimited downloads for voice, data and Wi-Fi access for both our BVH team and our customers."

Richard Houghton BVH Director



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