

# Shanks South Kirkby



## The Customer

With sites across Europe and Canada and revenues of over £600m Shanks Group are a world leader in waste management. The Group uses a range of sustainable technologies to make valuable products from what is thrown away.



## The Challenge

- Overcoming the environmental challenges of deploying communications tools into a complex industrial site
- Incoming call awareness over loud machinery
- Mobile extensions deployment throughout the site
- Restricting external call access
- Reliable and resilient communications across multiple sites
- Central control of the network to remotely run diagnostics and manage maintenance
- Shared system access with local council
- A cost effective deployment that meet strict safety guidelines
- Support operational efficiency goals across the new site



## The Solution

- iPECS UCP 100
- LIP-8000/9000 handsets
- Integrated mobile ext.
- ISDN connectivity
- SIP connectivity and failover
- SLT modules
- Advanced call alerts
- Multi-site communications
- Remote diagnostics



## The Benefits

- Delivered a solution that connects 70+ IP phone extensions, some of which have casing to protect handsets from wet and dusty conditions.
- Increased call efficiency across the multiple locations, particularly in noisy environments by integrating bedlam bells and a light system to assist with the awareness of incoming calls
- Full work station features applied such as phone extension linked to mobile devices
- Resilience and reliability ensuring Shanks can deliver against their service levels and contracts
- Cost savings secured for Shanks and the local council through sharing common infrastructure and tools

“The solution provides a standardised platform across the entire Shanks site giving the ability to communicate effectivity and the core technology and functionality behind it is excellent.”

David Skett, IT Manager