

About Outsource

Outsource Electronics (OEL) are a Havant-based specialist manufacturer of circuit boards for many major brands. They are part of the Season Group, based in Sheffield, and in the last year purchased DSP Design who are a specialist software and electronic design company. Founded in 1972, they now employ 65 in their Havant location (Outsource) and 15 in Sheffield (DSP).

The Challenge

- Outsource had an established IPLDK100 communication solution in place and needed to seamlessly integrate Season Design Technology into their main communications.
- Building a connected network of remote workers was an integral component of their business plan without increasing their mobile costs, alongside the easy transfer of calls whether on or offsite.
- Removing communicative barriers between both UK and internationally-based employees using video features and information sharing on the PCs was core to the solution.
- Office staff often struggled to support remote workers without visibility of their presence and status.
- Cost control was an important factor as remote worker's call costs needed to be reduced.
- OEL also needed a cost effective and reliable solution to connect them to the Season Group head office in China to help improve collaborative working.

The Solution

- An iPECS UCP system offered Outsource features that were fundamental to resolving their business challenges. The UCP also offered the right solution for both sites with Havant rolling out the 6-party video conference facility to engage teams in China with development work.
- The solution has driven effective communication to two parts of the business that were previously only able to communicate using PST. The time taken to communicate between different parts of the business has dramatically reduced.
- Cost reductions have been achieved with the Sheffield site moving away from their original hosted platform to an on-premise solution.
- The iPECS UCP has enabled OEL to take advantage of the latest network technologies with the likes of SIP, call costs using WiFi and built-in video conferencing.
- Video conferencing is now core to the business, driving efficient working and collaboration across all parts of the business.
- The UCP has also delivered flexibility for remote worker access through the capability to access the network, regardless of location, through both mobile and desktop applications.

Key Features

- iPECS UCP call server
- Sheffield Office: 10 LIP-8012 and 1 LIP-9030 IP handsets.
- Havant Office: 31 LDP-9008 and 2 LDP 9030 digital handsets (as only partly equipped with CAT5)
- Multi party video conferencing
- UCS mobile and desktop applications