



CenturyLink Solutions Featuring:

CenturyLink IQ™ Private Port

Case Study: Bank and Office Interiors

Customer:

Bank and Office Interiors
www.bankandoffice.com

Business Challenge:

Five company locations had separate phone systems. Due to the 20-year age of these systems, it was difficult and time-consuming to administer and maintain them. Moreover, sourcing phones that worked with the older systems was expensive.

Solution:

The company standardized on a Unified Cisco phone system for use by all employees. Call activity is managed with the Cisco Unified Communications Manager. The Cisco Unified Messaging Gateway provides a centralized voice mail capability. The CenturyLink IQ™ Private Port service provides MPLS service to all five Washington State sites.

Benefits and Results:*

- The IP Cisco phone system slashed maintenance costs by \$10,000 annually
- The CenturyLink IQ™ Private Port service provides on-net calling between offices to cut long-distance fees by thousands of dollars over five years
- The administration of the standardized, IP phone system is markedly easier, requires fewer labor hours and can be done remotely
- Acquiring additional Cisco IP phones is easier and less expensive than their legacy counterparts
- IP phone system features substantially improved employee productivity
 - Cisco Unified Messaging notifies employees of messages so that they may respond faster to customers
 - Teleconferencing feature enables up to six-person calls that legacy system did not have

*These results are unique to this entity and should not be considered an indication of the amount of savings or improvements, if any, that may be realized by any other entity subscribing to comparable services.

Bank and Office Interiors

Seattle-based Bank and Office Interiors designs, constructs and installs efficient work spaces for a diverse clientele that includes Fortune 500 companies. Its comprehensive workplace solutions effectively integrate people, business processes, technologies and work spaces.

This includes laying out work spaces so that workers who collaborate frequently are seated near each other. Moreover, Bank and Office uses the latest in ergonomically-designed furniture and fixtures to provide aesthetically-pleasing and functional work environments.

To achieve this end, a number of departments and teams collaborate closely to create designs and ensure the timely installation of furniture. Additionally, project managers coordinate the smooth transition to new work spaces by overseeing the relocation of customer employees.



Facing the Challenges

Bank and Office had five separate phone systems to support each of its Washington State facilities. The telecommunications systems were 20 years old and provided basic functionality. However, sourcing phones to work in these systems became a logistics challenge, not to mention the increased costs associated with vintage handsets.

Behind the scenes, Danä DeVol, director of Information Technology at Bank and Office faced greater challenges than hunting down usable phones. "Administering the phone systems at our five locations with each one being different made my life a lot harder. Sometimes, we would have to go onsite to administer phone systems because the dial-in technology didn't work."

The relocation of one office brought DeVol to a crossroads. He weighed the costs and benefits of replacing that one office's phone system versus deploying a standardized, enterprise-wide solution.

“The Qwest/Cisco solutions have been such a success, and it was such a transparent transition from the old system to the new system for the users, that it was a really big deal for my career. We noticeably cut our costs and had a boost in employee productivity.”

— Danä DeVol, Director of Information Technology, Bank and Office Interiors

“It made more sense to go with a modern phone system that would better support our productivity and customer service objectives,” stated DeVol. “We would also be able to offset capital expenditures with significant savings in maintenance and administration.”

Providing a Successful Solution

DeVol’s extensive research led him to choose CenturyLink.

“It was very clear from my reading that Cisco would probably be the best and most stable choice. And I knew that Qwest had a lot of experience in telecom and that they’ve been working with Cisco for some time. My other vendor didn’t have that kind of relationship with Cisco.”

DeVol’s team worked with CenturyLink’s Cisco Gold Certified engineers to implement a standardized IP-based phone system at the firm’s five Washington State locations. Each site utilizes the CenturyLink IQ™ Private Port service for data and voice over IP communications. Because the service features on-net calling among the five offices, long-distance fees do not apply.

Additionally, CenturyLink experts installed and configured the Cisco Unified Communications Manager to administer and support call traffic. To allow employees flexible options to access their voice messages, they deployed the Cisco Unified Messaging Gateway. In order to keep things simple, DeVol standardized on two Cisco Unified IP Phone models to meet the unique needs of executives, managers and employees across the enterprise.

Delivering Results*

“Qwest and Cisco worked together to choose the products we needed,” stated DeVol. “After that, the project was all in Qwest’s hands. They did all the planning, engineering and configuration that was needed. Overall, the project was very successful and we had a very good experience with them.”

Cost-Effective Technology and Service

“Since putting in the Cisco phone system, our maintenance costs have gone down by \$10,000,” recalled DeVol. “The cost to acquire new and replacement Cisco phones is much less than it was for our legacy system.”

Additionally, “Now that our offices are connected across Qwest’s MPLS network, everything is just an intercom call between two of our offices,” said DeVol. “Over the next five years that will save us many thousands of dollars in long-distance fees we used to pay.”

Simplified Administration

The Cisco IP phone system has proven to be substantially easier to administrate than DeVol’s previous solution. “We administer each node from one machine now and it applies to everyone across the board without having to do anything special for our remote sites. It’s much easier to deal with and takes less time than our legacy solution.”

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Moreover, the easily configurable IP phones—and plug-and-play capabilities when moving one—cut the time it used to take DeVol to complete these tasks by 90 percent.

PRODUCTIVITY-ENHANCING FEATURES

“The Cisco Unified Messaging solution pushes voice mails to employees’ e-mail boxes,” said DeVol. “If they’re in the field, they can see those messages as they come in and get back to a customer much more quickly than if they waited until they got back into the office.”



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