



## VOLT EUROPE + SOLAR

**Volt Europe move to the Cloud with a Solar Unified Communications and Mobility Solution**

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### BACKGROUND

Volt's European business is part of a global company with operations in over 110 offices covering Europe, the Americas and Asia. Trading since 1978, they now provide contract, temporary and permanent recruitment expertise in IT, Telecommunications, Life Sciences and Engineering. They have seen significant growth and now have European offices in the UK, Belgium and France.

Volt Europe had a legacy premise-based system, which couldn't be fully virtualised, and adding on a suitable mobility solution would have meant substantial cost implications.

### THE ADVANTAGES OF SOLAR

Being Volt Europe's IT partner, we recommended Mitel's Unified Communications on Interoute's digital platform as an integrated hosted VoIP solution. It provided the business with the most flexible and cost-effective platform to support their voice needs, including integrated mobility as standard.

As a cloud solution, Mitel on Interoute's Digital Enterprise Platform brings multi-tasking communication tools together in one simple interface across global locations. It's quick and easy to find contacts, check availability and connect via phone, Instant Messaging (IM), video, desktop sharing or 60-party conferencing, without having to open a separate window or log in to new applications.

### SEAMLESS DEPLOYMENT

The Unified Communications solution was deployed on Interoute's Enterprise Digital Platform, a global, privately connected cloud infrastructure. The global partnership between Solar and Interoute allows customers and Solar solution partners to benefit from a deployment model that is not only flexible but also secure and resilient across multiple continents.

The entire implementation took about two months to complete, as Volt Europe had to carefully plan their Head Office move simultaneously.



## CHALLENGE:

Volt Europe's primary drivers in considering a cloud-based environment included a Head Office migration and the need for a more integrated and compatible mobility solution.

## SOLUTION:

- Mitel on Interoute's Digital Enterprise Platform
- Mitel Mobility

## BENEFITS:

**Resilience:** A fully integrated cloud solution, Mitel Unified Communications on Interoute's Digital Enterprise Platform, has enterprise class security measures and redundancy.

**Cost-savings:** Volt Europe only pays for the user profiles they require and can scale up and down to support their business needs.

**Remote-working:** staff can connect seamlessly with Mitel's Mobility Client and are available on one number, whether in the office or working remotely.

**Intuitive:** Solar's Unified Communications solution is brilliantly simple to use and manage.

“Solar's cloud-based solutions make everyday interactions so much easier. For a largely remote-working, recruitment business like Volt Europe, a secure cloud solution with integrated mobility is an essential part of their working environment. The Solar Unified Communications Solution has ensured that Volt Europe has everything they need for future expansion.”

**Jason Evans**

Director of Disruptive Technology for Solar Communications

“The European arm of the business has 100 users in the UK, 20 in Belgium and 20 in France. Interoute are hosting Solar for all three sites through an entirely virtualised platform. We have a small internal IT team, so it's vital that we get the IT support we need. Solar Communications were proactive, professional and always quick to respond. The training was very good: Solar Communications ran on-site user training for their Unified Communications Solution, which helped to ensure maximum user adoption.”

**Simon Davey**

Infrastructure Manager for Volt Europe

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## MOBILITY

The biggest advantage of Mitel Mobility is that users can easily and securely work from anywhere while retaining a single contact number. When desk phones are diverted to mobiles, users can also see who a missed call is from, rather than a generic office number that has forwarded a missed call or voicemail.

The Mitel offering works seamlessly with Interoute's Digital Enterprise Platform with no gateway required, since calls are made over the private MPLS network. The agent and work groups that Solar Communications implemented have streamlined call flows. Mitel also integrates seamlessly with TIM Enterprise, Volt Europe's call logging and analytics package.

## FUTURE PLANS

The Singapore office is already using Mitel phones and they are currently looking into integrating them into Volt Europe's Solar solution.



“ Thanks to the scalability of the solution, we have the capacity to roll out the Solar Unified Communications Solution globally. Solar Communications have been a pleasure to work with. We have the utmost confidence in their product and support, respectively, and are very pleased with the results. ”

**Simon Davey**  
Infrastructure Manager for Volt Europe

## WHY SOLAR?

Solar improve the speed of communication and the way organisations interact with customers, suppliers and employees, always in a secure and resilient manner, enhancing productivity, improving efficiencies and creating competitive advantage.

Solar designs, deploys and supports communications technology for more than 1,700 business customers of varying size across a variety of markets, helping to improve our clients' communication channels, increase operational effectiveness and reducing the cost of ownership, always with a dedicated focus on customer experience.

The portfolio and technical expertise includes Cloud solutions, contact centre, connectivity, mobility, security, business continuity and professional services, with a view to creating true inter-operability across all these channels.

The company has been recognised by the Sunday Times Tech Track 100, Deloitte's Technology Fast 500, the London Stock Exchange's '1000 Companies to Inspire Britain' for two years running, and was listed as a Best Companies' 'one to watch' in 2016.

Solar is an organisation that is truly dedicated. Dedicated to our employees, our customers and to developing and delivering innovative solutions that drive businesses forward.

For complete details on any of the products or services, please contact Solar at **0330 3333 999** or visit [www.solar.co.uk](http://www.solar.co.uk)

