



YASKAWA Electric is one of the world's leading manufacturers in the fields of Robotics, Drives & Motion control.

"adi Telecom did a fantastic job installing the office equipment and migrating us over from our old provider, the new system is incredibly flexible and really supports the way our business operates."

D.Walsh, MD Yaskawa UK

adi Telecom provides:

- A wide range of fixed, mobile and cloud, voice & data solutions
- Works with industry leading service partners such as Vodafone, EE, BT, GCI, Gamma and Microsoft
- Creates bespoke and integrated customer solutions

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The Opportunity

In 2014 Yaskawa UK, began a technical discussion with adi Telecom for a new integrated office voice and mobile solution. They needed a flexible and configurable voice platform that could provide a range of business critical features:-

- Able to support multiple divisions (Robotics, Drives & Motions, Spares etc.), each with their own individual call distribution, call queuing, voicemail facilities to serve the specialised technical departments and product support teams.
- Provide seamless integration between the office phone system and mobile users – enabling calls to their office number to be connected directly to their mobiles for staff away from the office.
- Remote desktop handsets for small satellite offices and homeworkers; enabling them to be logically part of the office system but geographically remote.
- Provide full receptionist working (using a colour display sidecar), allowing the switchboard operator to monitor phone activity, quickly see who is available and directly transfer a call to any employee – whether on site or not.

The Solution

It became clear that to provide the necessary flexibility and business features required, adi Telecom would design and deliver an integrated hosted voice solution coupled with a mobile service – adi Telecom selected their Horizon Voice Service together with a Vodafone 4G (following a site signal strength survey) voice and data package and a mix of iPhone and Samsung smartphone as well as CATS50 ruggedised handsets.

The adi Telecom Horizon service is a 'cloud based' IP voice platform which supports a choice of handset types (including cordless units for the warehouse) and has a wide range of call handling, call distribution, queue management, call recording options to support the different departments such as Sales, Support, Spares, Helpdesk etc. Many of the Yaskawa specialist teams operate away from the office, and by using the Horizon 'mobile client' on their smartphones 'pair' their mobiles to their landline numbers; Horizon also has a Windows PC client which allows an IP voice connection from a laptop or desktop system.

The Benefits

A key benefit of a hosted solution is the scalability and flexibility it offers with the ability to create a 'virtual offices'. Yaskawa has a number of remote office and home office workers; by sending a preconfigured IP handset through the post and simply plugging it into their office LAN or home router, Yaskawa were able to create a number of remote virtual offices with geographically distant members of staff.

These remote workers were instantly able to use 4 digit desk to desk calling, be part of call groups, hunt groups, call queues, ACD and other office call features. In addition adi Telecom were also able to offer Yaskawa the choice of either a local Direct Dial In (DDI) number, a number related to the Head Office or an entirely different DDI number unrelated to their physical location.