

CASE STUDY

Prospect Connect

Office 365 solutions for the Private Sector, providing access to always up to date Office applications, plus online file storage and sharing.

THE OVERVIEW

Prospect Connect are an integrated sales and marketing company who for the last 20 years have supported companies to increase their sales growth. Prospect Connect currently employ around 80 people working in their Contact Centre as well as a number of remote workers off site.

THE CHALLENGE

Since Prospect Connect's inception, the organisation has evolved, both in terms of employee numbers, and its approach to remote working and customer collaboration. As such, the company were finding that their previous, outdated system was no longer supportive of Prospect Connect's new working practices.

- As a result of the vast increase in remote workers, employees needed secure and easy access to their workloads, even though not office based. The legacy IT infrastructure having not been built to enable this did not provide remote access.
- In addition to remote working, Prospect Connect's employees needed to securely access documents in transit. The legacy systems inability to support this meant employees struggled with different versions of documents and data saved locally on a variety of devices. As a result, the company experienced duplications of content across multiple employee devices.
- Prospect Connect's staff often spent significant time on the road travelling to and from customer sites for a brief face to face meeting, driving up travel costs and employee expenses.
- Customer collaboration was also ineffective for Prospect Connect, who often found themselves emailing customers back and forth creating multiple local versions, an inefficient and time wasting procedure.

THE SOLUTION

GCI's trusted partnership with Microsoft, the market leader in communications technology, allowed us to provide the most competitive and applicable solution for Prospect Connect's needs. The solution provided was Office 365, providing access to always up to date Office applications, plus online file storage and sharing.

- Prospect Connect now benefit from devices synced with their e-mail, calendar and contacts all working together.
- Employees now save and access all documents via the cloud, which powers Office 365.
- Instant Messaging and Presence provided by

Skype for Business are included within Office 365, giving Prospect Connect's employees insight into each other's availability and the ability to stay in contact at all times.

- As Office 365 is delivered via the Cloud, Prospect Connect receive all the benefits of using Office without needing to purchase any upgrades. Updates, patches, and upgrades work continually in the background.
- OneDrive, a feature of Office 365, provides a simple and secure online storage solution, enabling Prospect Connect to securely share information with customers.

THE BENEFITS

Through the successful adoption of Office 365, Prospect Connect now benefit from a more collaborative, flexible and secure working environment.

During campaign setup, Prospect Connect share script tools and data sets with their clients, previously done inefficiently via back and forth emailing. Now with Office 365 they're able to do this in real time via shared Cloud access, and get the feedback they need much faster.

- For Prospect Connect, receiving real time client feedback as quickly as possible is crucial. Office 365's Skype for Business platform provides Prospect Connect with access to IM, Voice and Video Calls with all customers, enabling greater productivity and communication.
- Prospect Connect now benefit from a solution that is always up to date with no need for manual upgrades. Transferring from their previous model

to a far more efficient monthly user model was a simple decision, giving Prospect Connect more flexibility in their budget.

- Skype for Business has enabled Prospect Connect to deliver meetings remotely, reducing travel costs allowing them to invest more in future projects and opportunities.
- Office 365 is a scalable programme, equipped to fully support the future growth of Prospect Connect. As new employees are brought on, Prospect Connect simply add a new user, charged on a per user/per month basis.
- Remote workers now have full access to the tools they need, when they need them, increasing productivity of employees and overall efficiency of the business.

"We partnered with GCI to move our communications into the cloud using Office 365. GCI's expertise and knowhow in cloud based solutions enabled us to be safe in the knowledge that a company with the experience and the expertise was giving us the solution that we needed. Our ongoing relationship with GCI makes us feel that we have all the support to make the most of the solution we now have."

**Daryl Jones, Head of Client Services
Prospect Connect**

For more information regarding our services please contact us at: