

The Shepherd Construction logo, which consists of a white circle containing a grey square with the word 'Shepherd' in white, bold, sans-serif text.

Shepherd

CASE STUDY

Shepherd Construction

Voice and Network Infrastructure services for the Construction Sector by GCI, providing a solution with the ability to support a large, dispersed workforce.

THE OVERVIEW

Shepherd Construction is a privately owned construction company with a wealth of experience across the public and private sectors, including education, health, science and technology, residential, sport and leisure, commercial, retail, industrial and energy.

The nationally-operating contractor employs over 1,000 employees spread across its headquarters in York and three regional offices; Leeds, London and Milton Keynes.

THE CHALLENGE

Shepherd Construction was facing a number of challenges relating to its Information Services (IS) and communications infrastructure and its ability to support a large, dispersed workforce. Out-dated, inconsistent telephony equipment and wiring meant it was difficult and costly to add, move or change phone numbers and investment in engineering to re-wire and re-programme the switch was required.

- The Leeds office in particular had a complex system of different model phones and wiring around the building including a system with a mixture of analogue, digital and IP phones, which made desk moves very difficult to facilitate.
- In London, many staff would only be working for short periods, or visiting from the other offices, making keeping track of extension numbers problematic.

Shepherd Construction needed to standardise its Voice and Data infrastructure with a multi-site, centralised platform that could deliver state-of-the-art IP telephony services and enable the company to embrace new world Unified Communications technologies.



THE SOLUTION

Shepherd Construction selected GCI following a competitive tender, recognising its ability to deliver a future-proof, cost effective Voice and Data solution. GCI's approach also ensured Shepherd could easily add to the centralised system and expand its IS infrastructure over time.

- GCI has replaced all wiring in the Leeds office with Cat6e structured cabling.
- At the head office in York, GCI installed a centralised switch and centralised management platform (enabling the system to be easily managed from any location) with a model of each of the different handsets used across the system to allow easy support for users by the IS Desk.

The complete Voice and Data solution now uses cutting-edge Unified Communications technologies and Data networking infrastructure across Shepherd Construction's York, Leeds, London & Milton Keynes Sites.

THE BENEFITS

Flexible Working:

The new VoIP system gives Shepherd Construction's employees the freedom to move between offices and work remotely. Where before just switching desks was an issue, the new system allows them to 'plug and play' from wherever they need to work. This new ability has enhanced the productivity of the workforce, as they have been able to communicate more fluidly.

Ease of Management:

Shepherd Construction's IS team can make moves and changes to the telephony system effectively in-house, irrespective of location, with no additional cost or engineering expertise required.

Future Proofing:

Whilst initially the new UC solution was designed to fix existing problems, its clear product road map enables Shepherd Construction to take advantage of trends such as video conferencing and many more flexible and collaborative ways of working.

Ease of Use:

One proven outcome of GCI's solution is happier staff, feedback from inside the business shows that employees find the new system easy to use and manage.

"The decision to work with GCI was an easy one as the company clearly demonstrated its ability to deliver a state-of-the-art voice and data infrastructure that could support our multiple sites and drive efficiencies into the business. The plug and play scenario we now have with GCI's IP telephony solution allows people to move between offices seamlessly and provides us with the platform to embrace new applications and services in the future."

Neil Tennant
IS Site Support Supervisor

For more information regarding our services please contact us at:

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