



Training IT Teams, JUST IT Upgrade to Teams Voice


JUST IT are national providers of apprenticeships and training, located in London. Because the business revolves around training candidates to start and develop their careers in IT, they must have a secure, reliable, and efficient telephony and communications setup.

This became a significant priority with the start of the pandemic and the introduction of remote working. With a 10-year-old Samsung telephony system, the worry was that it would not be up to the job of supporting JUST IT's future communications needs.

The Business Challenge:

When the COVID-19 pandemic hit, JUST IT needed a telephony service that could work for their staff remotely. Unfortunately, their current setup couldn't fully support this requirement. Andy Yu said of the state of JUST IT's legacy telephony system:

 Sector **ICT/Comms**

 People **140+**

Solutions

Chess Teams Voice

“ In December 2019, we were already pushing towards Teams and away from Skype. The setup we had could work internally but not externally. Although it was fine for our internal support team, it wasn't going to work remotely for our sales and management teams. Before the Teams Voice implementation, our team members needed to use their own phones or even burner phones. ”

Andy Yu - IT Manager & Technical Trainer, JUST IT

The Solution

To ensure that JUST IT could remain operational throughout lockdown, they needed a solution that would allow their teams to work anywhere. To provide due diligence, the organisation sent out an RFQ to three potential providers, including Chess, the incumbent ISP, and another IT company. Chess proposed two solutions. The first being direct routing with Teams Voice, and the second; a VoIP solution based on Chess's PBX system. Just IT opted for the former, as it was a more economical and integrated single system that matched their requirements.



The Outcome

The whole JUST IT team benefited from the Teams Voice communications early on in COVID Lockdown #1. With the unprecedented circumstances resulting in everyone working remotely from home, it was a critical project.

A further key reason for selecting Chess's Teams Voice proposal was the clear explanation around the project's cost and timescale, including realistic estimates of the downtime that would need to be managed during the migration. On this aspect, Chess delivered on its promises.

Speaking of the implementation work, Andy Yu singles out the clear and transparent project management received from Chess throughout the project as a significant bonus.

“ The project management from Chess was extremely high quality. They managed our expectations every step of the way. For us, this Teams Voice integration was far and away our smoothest project with yet. ”

Andy Yu - IT Manager & Technical Trainer,
JUST IT



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