



Connecting People to Work Better Together

OAC are a dedicated team of leading actuaries and financial services consultancy experts who have been helping firms and individuals with their finance and actuarial needs for over 20 years.

Their success is much more than helping firms overcome their issues and challenges. It's about building genuine relationships, based on trust and personal, bespoke support.

 Sector **Financial**

 People **40+**

Solutions

**Microsoft Teams and
Chess Teams Voice
Services**

The Business Challenge:

OAC comprise of a team of home based specialists. The organisation was looking for a unified communications platform, which would enable all people, regardless of location, to:

- Communicate effectively
- Work productively
- Collaborate better
- Offer outstanding customer service

The Solution

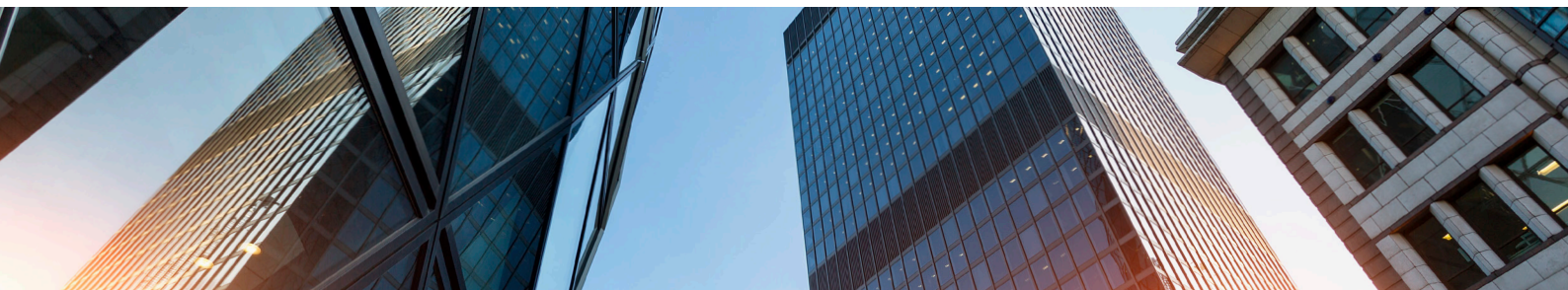
OAC required a solution to address these challenges, offering:

- A flexible phone system
- Business phone functionality, including call routing options for queues and auto-attendants
- A communication platform which included conference calling
- Integration with Office 365
- Chess already supplied the OAC home based teams with fibre broadband.

OAC approached Chess to discuss their telephony and communication objectives. They were aware of Microsoft's development of a Phone System for Teams, which Chess, as a Microsoft Gold Tier Partner, was able to explore with them in more detail.

Having reviewed and agreed OAC's business objectives and requirements, carrying out proof of concept and advising on licencing requirements, Chess implemented a Microsoft Phone System along with a Domestic Calling Plan. In addition, they transferred the Microsoft Office 365 licences from the existing provider, advised on configuration and set-up, and carried out testing. They also continue to provide the necessary fibre lines, and escalation support.

Set up was straightforward and intuitive, meaning OAC's in house IT team were able to set up and deploy the system independently. No additional handsets were required, with OAC people using all the functionality of the phone system via existing headsets and devices.



The Outcome

Chess spent three weeks working in-house with Armstrong Craven, installing a range of products and devices including handsets, softphones and mobile apps.

Chess also fully trained all the company's IT staff on how to use the new platform. Chess began working with Armstrong Craven at the tail end of 2016 and completed the project in July 2017 – a rapid turnaround for a business with global locations. The new conferencing system has saved the company tens of thousands of pounds per annum.

“ Teams has really enabled us to improve the service we give to our clients, while at the same time saving us money – truly a no-brainer. ”

Richard Spinks - IT and Systems Manager, OAC



Chess is one of the UK's leading independent and trusted technology service providers, employing 260 skilled people across the UK, supporting over 25,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



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