



BIOFORTUNA

CASE STUDY

Overview:

Biofortuna is an expert provider of high-quality development and custom manufacturing, services, with over 10 years' experience in the production of molecular and immunoassays. The company specializes in assay stabilisation using both lyophilisation and temperature-controlled air drying. Working with both multinationals and small start-ups, manufacturing an array of assay technologies.

Challenge:

1. Upgrade the existing system to resolve incoming call distribution problem.
2. Provide multi-party audio conferencing for up to 20 people.
3. Provide a solution that did not exceed the cost of the existing system.
4. Provide a system with future proof technology that delivers enhanced features like call recording on-demand, multi-site operation and integrated mobility. Video-conferencing facilities are also required to reduce travel time and carbon footprint.
5. Provide a disaster recovery option as part of a business continuity plan.
6. Deliver an easier to manage end user portal for more control over phone system.
7. Provide a scalable phone system with easier access to future upgrades.

"We wanted to upgrade our old system which was a more basic phone system to a new system which was more future proof and robust, providing more flexibility for the distribution of calls and for the system to fall over to a backup plan in the event of an unforeseen incident as part of a business continuity plan."

Mandy Ashworth, Office Coordinator.

Solution:

1. Upgrade existing system to Temovi cloud with advanced call distribution solutions and more flexible call handling capability.
2. Commission Temovi multi-party audio conference bridge for 20 party conferencing.
3. Call charges and line costs are included as part of the end-user licenses, saving money.
4. Commission Temovi call recording, mobility and video-conferencing features.
5. Enable Temovi disaster recovery features, with all key data stored in the cloud.
6. A web-based management portal gives granular control over the system.
7. Temovi Cloud Voice is inherently scalable; expansion is a matter of programming.

"We like the new system because it's easy to use and can easily be scaled-up. At the moment, we have two sites/buildings. If we needed to expand the business, this is the perfect system to do it with."

Mandy Ashworth, Office Coordinator.



Profile: Biofortuna has over ten years' experience and has developed a well-established reputation as a trusted and high quality supplier of contract services and molecular diagnostic products.

Year founded: 2008

Website:
<https://www.biofortuna.com>

Size: 20

Located: Bromborough, Wirral.

"The installation team gave us a good run through as to how the system works, how to operate the various features and what we should do with the feature keys on the handsets."

"Digitel's team have done a really good job because everything works correctly, I have had many people from Digitel call me, checking on the effectiveness of the system. Also, if I call Digitel with an issue they respond promptly and it is resolved."

Mandy Ashworth, Office Coordinator.



www.digitaleurope.co.uk

www.temovi.co.uk

Tel: 0151 650 0065



“The Digitel installation team, Tom and Johnny were perfect from the moment they arrived to when they left. They were brilliant, keeping us updated on everything they were doing. Polly and Joanne from the office provided seamless coordination from start to the finish.”

Mandy Ashworth, Office Coordinator.

Results:

Savings of £1,640.00 per annum

- Faster, more efficient platform.
- Easy to manage end user portals.
- Ensuring business continuity.
- Reduced carbon footprint.

“At the moment we are enjoying the use of the multi-party voice conferencing feature. We have people in the team from Wales, Newcastle and London, the voice conferencing feature allows the whole team to quickly and easily collaborate together saving time. Ideally, we would like to move slowly into video conferencing.”

Mandy Ashworth, Office Coordinator.



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Business Communications

For more information on Temovi solutions
contact us through our website at www.temovi.cloud or on 0151 650 6322

Digitel Europe Ltd

Communications Centre, 1 Ivy Street, Priory Industrial Estate, Birkenhead, Wirral CH41 5EE
Tel: 0151 650 0065 ♦ Fax: 0151 650 1162 ♦ Web: www.digitaleurope.co.uk ♦ Mail: mail@digitaleurope.co.uk