



How a 'Managed IP Telephony Service' Reduced Cost and Complexity at Otsuka Europe



Part of Otsuka Pharmaceutical group, one of Japan's largest research-based healthcare companies, Otsuka Europe was established in 1998 to register and market the organisation's products in key European markets. Otsuka Pharmaceutical develop world-class innovative treatments that improve health and well-being. The organisation remains at the forefront of pharmaceutical research by identifying and addressing unresolved medical conditions.

THE CHALLENGE

Otsuka Europe had outgrown their existing phone system, both in capacity and features. The system had no IP capabilities, flexible working features, or up-to-date applications.

They had a fragmented supplier network with multiple contracts for the different elements of their telephony - lines, calls, mobiles, internet and hardware.

This lack of integration added unnecessary complexity to all levels of servicing, support and payments.

So, when the PBX system's lease was at the end of its term and the UK office was about to move premises, Ali Khan took the opportunity to instigate a review. He was looking for a new, efficient and expandable platform that could be standardised across Europe and could meet both local and international requirements.

After extensively researching the market, four leading suppliers were shortlisted. Their brief was to consolidate Otsuka Europe's telephony infrastructure, reduce costs and complexity. The challenge was to find a managed service for their telephony requirements that provided competitive market rates and an efficient, Europe-wide supported service.

THE SOLUTION

Working closely with Otsuka Europe,

DV02 undertook a thorough analysis of the requirements. They investigated merging the various telephony components, as well as considering the future telephony requirements of the business, in particular; the increasing wireless capacity requirements of handheld data devices.

With a full understanding of the issues, they created a bespoke support package, based around the new Mitel (formerly Aastra) MX-ONE telephony platform.

After careful assessment, Otsuka Europe selected the DV02 offering as the most cost-effective and appropriate solution for their business. The MX-ONE is a compact SIP-based communications system that offers excellent voice communications, combined with a variety of applications, to provide a complete range of Unified Communications and Mobility solutions.

The new Managed IP Telephony solution provides a centralised managed infrastructure between the European Head Office and UK Office.

"DV02 provide exceptional service. They not only understand our business and the issues we face, but also go the extra mile to ensure issues are resolved promptly and professionally. I can highly recommend DV02 to any organisation looking for an expert telephony supplier"

Ali Khan, Head of IT-Europe, Otsuka Europe.

DV02 - Trusted to Deliver Excellence

At DV02 we consult, design, implement and support industry leading Unified Communications, Contact Centre and Network Services that enable businesses, their people and their customers to collaborate effectively no matter where they are or what device they are using.

Find out more

Call: 0844 770 9955
Web: www.dv02.co.uk
Email: sales@dv02.co.uk

DV02 Limited

4 Acorn Business Centre,
Northarbour Road,
Cosham, Hampshire
PO6 3TH

7B Limes Court
Conduit Lane, Hoddesdon
Hertfordshire EN11 8EP

