



The Specialist

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Case Study: JBW Surveyors



JBW Surveyors is a multi-award winning company celebrating its 50th year of operation in 2009. Offering a wide range of surveying services from basic boundary and identification surveys to specialised large-scale construction surveys, their enviable list of clients include such companies as Meriton, Westfields, Lend Lease, Woolworths Ltd, Stockland and Australand.

Challenges

The company was relocating to new premises, so they needed a cost-effective way of setting up their IT and phone systems. The new offices were bare and required cabling for power outlets and data points. They were faced with the prospect of reusing their existing phone system or investing in a new one. The existing phone system was digital but was not in anyway expandable and facilitated only the very basic phone functions.

Solution

Principal surveyor, Wayne Diver-Tuck, approached the Specialist to discuss how the practice's requirements may be addressed. On examination of the issues as well as factoring in a thorough knowledge of their existing infrastructure, The Specialist recommended a new Cisco phone system using the UC520 bundle, 7940G handsets and Cisco Unified CallConnector for Windows.

Outcomes

JBW Surveyor's new phone system has proven to be a success on many fronts. The Cisco UC520 has many features of which JBW Surveyors is able to take full advantage, allowing the company to gain a greater return on their IT investments. Amongst many new capabilities, employees now have direct-in-dial extensions, from which they are able to make and receive calls, from any place where their laptops can connect to the Internet.

The solution also allows JBW Surveyors to utilise the same network for data and voice and only one data point per user is required since workstations are connected to the network via the handsets. In addition, the handsets utilise power over ethernet, further reducing the practice's initial cabling costs at the new premises.

Wayne Diver-Tuck remarks,



"We have been extremely happy with the setup of our IT infrastructure, servers, corporate backup and security systems and associated advice and support during this period.

This also extends to our brand new Cisco IP telephone system which was configured and installed by The Specialist as part of our recent office relocation."

In addition to the savings gained from having a simplified, unified network, the new phone system can support up to 64 users, which far exceeds their current staff levels and addresses their expandability issues. From Diver-Tuck's perspective,

"We have seen immediate productivity gains with its expansive suite of features and the fact that it is tightly integrated into our overall IT system."

Display Name	Comp...	Work	Call
Adrienne Harbury	Cisco Systems	3013	555-67
Angela Gerber	Cisco Systems	3036	555-09
Amanda Scarffe	Cisco Systems	3027	555-09
Alison Whiffey	Cisco Systems	2030	555-25
Alison Causton	Cisco Systems		
Alex Harrell	Cisco Systems	Call Work: 3042	
Darin Beckh	Cisco Systems	Call Call: 555-4055	
David Harnar	Cisco Systems	Call Home: 555-1234	
Danny Maar	Cisco Systems	Send	
Cindy Lopez	Cisco Systems	Create SpeedDial	
Ann McDonald	Cisco Systems		
John Russell	Cisco Systems	Ping Up	
John McKay	Cisco Systems	Answer	
Emma Cameron	Cisco Systems	Transfer	
Maime Serr	Cisco Systems	Conference	
Lauren Russell	Cisco Systems	Pick Up	
Keith Whitehead	Cisco Systems	Park	
Keith Lewis	Cisco Systems	Forward	
Keith Buxton	Cisco Systems	Group Pickup	
Kathryn Ford	Cisco Systems	Update	
Karen George	Cisco Systems	View	
Sarah Thompson	Cisco Systems	Delete	
Peter Applebee	Cisco Systems	Delete All	
Peter Allsup	Cisco Systems		
Alice Siggers	Cisco Systems	Refresh	
Marie Williams	Cisco Systems	2045	555-00
Yvonne Fulton	Cisco Systems	3012	555-45
Weri Gucci	Cisco Systems	6001	555-12
Toni Lambert	Cisco Systems	6004	555-87