

# Hosted Unified Communications Solution for leading Australian geosciences company

DownUnder GeoSolutions is an Australian owned global geosciences company that develops visualisation and interpretation software for the oil and gas industry. It has offices in Perth, Brisbane, Kuala Lumpur, Jakarta, Singapore and Houston.



## Why DownUnder GeoSolutions chose Amcom

"Amcom has been our data and internet provider for over 8 years and have provided outstanding service and reliability. Plus they were able to demonstrate an understanding of the way our business works and show how the solution would not only deliver cost savings across the organisation but also change our approach to communication", comments Stuart Midgley, Chief Technology Officer at DownUnder GeoSolutions.

## What was the challenge?

Prior to the implementation of Amcom's Unified Communications solution, DownUnder GeoSolutions was using an older PBX system and standard PSTN lines. The phones provided basic features but did not facilitate the level of collaboration required by a global organisation where much of its business is dealt with remotely. DownUnder GeoSolutions needed a complete solution that was reliable and gave them the ability to communicate seamlessly across all offices, anytime.

"A key challenge for us has always been that our team members are located around the world, making meetings and communication between teams difficult to facilitate. We also recognised that using video phones was a key step in changing the way we could help our teams to collaborate and reduce decision-making time", explains Stuart. DownUnder GeoSolutions recognised the need to facilitate better collaboration and began addressing this by originally purchasing a Skype Business package.

Unfortunately it wasn't as reliable as initially hoped and became frustrating to use in a commercial capacity. "We quickly realised we needed something more advanced and heard about Amcom's Unified Communications solution, which offered fully integrated Video Conferencing to the desktop and across a range of devices. 18 months on and I continue to be impressed with the reliable system and quality of the video".

## The Amcom Unified Communications Hosted PBX Solution

Amcom's Hosted PBX Solution has enabled DownUnder GeoSolutions to work in a way it couldn't previously. Providing it with the ability to video conference with no cost limitations means that colleagues can speak regularly, face-to-face, for as long as they need to. This doesn't just simplify communication between teams but encourages it.

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Amcom's Unified Communications Solution has changed the way we do business.

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The system was implemented and fully operational within 6 weeks of contract execution and there was no disruption to DownUnder GeoSolutions' day-to-day business. All numbers were forwarded to temporary numbers while the ISDN lines were switched over and it was installed in the Perth office and Malaysia office at the same time. "The project management team managed everything so well that when it came to the switch, it all went smoothly" said Stuart.

## Benefits to DownUnder GeoSolutions

- ▶ Video conferencing capability across multiple devices including iPad, smart phone and deskphone
- ▶ Access to the online portal to simply configure phones and add new users
- ▶ No additional cost of calls between the Amcom network, even internationally
- ▶ Disaster recovery - incoming calls diverted to different numbers
- ▶ Call station reception console to manage calls and email with a single page application
- ▶ Dedicated bandwidth between Perth and Kuala Lumpur
- ▶ Ability to connect to remote VC rooms

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Amcom has allowed us to grow. We can run remote groups successfully now thanks to the Unified Communications solution, whilst our office in Malaysia has grown from 20 to 60.

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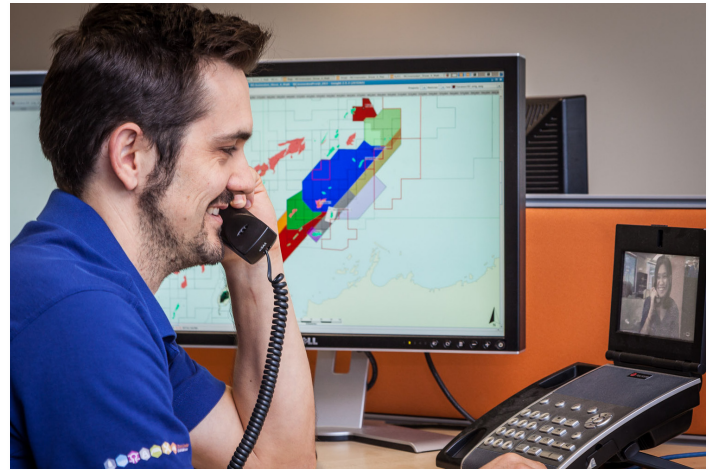
“Previously we could only transfer calls within an office. We can now transfer calls to anyone on the network and have calls bounce from reception in Perth to reception in Kuala Lumpur, meaning we never miss a call.”

“The Amcom customer portal is instrumental in helping us manage our 80 Polycom VVX1500 video handsets. If we have a new user we can just configure new handsets online using the portal. We send them out to the office, wherever it may be, and they just need to be plugged into the internet and the phones work. It's so simple.”

## Why did DownUnder GeoSolutions choose The Polycom VVX1500 as their video handset?

The VVX1500 video phone gives DownUnder GeoSolutions extensive functionality that you don't get with an ordinary handset:

- ▶ The 7 inch touch screen facilitates remote collaboration
- ▶ 2 megapixel camera for excellent quality
- ▶ Adjustable screen angle, camera tilt and base height
- ▶ Polycom HD Voice delivers unsurpassed clarity
- ▶ Advanced call handling - 6 phone lines and up to 2 calls per line
- ▶ Power over Ethernet with integrated Gigabit Ethernet so there is no compromise on network speed
- ▶ Built-in USB port
- ▶ Recording call function enabling users to reference previous calls



“We are really pleased with the VVX1500, the quality of the video is excellent, even when running off a standard ADSL line. You might be 4,000 kilometres away from who you are speaking to and it feels like they are in the next room.”

The VVX1500 handsets can handle up to 10 SIP lines which is useful as calls can be made locally instead of going through the Amcom network. They are also compatible with the Bria Soft Phone on tablets and smart phones, so if users are not in the office, all they need to do to make calls across the network is connect to the wireless. They will then be able to access their contacts, make calls at no extra cost and still video conference with colleagues in the office.

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We have been really impressed with the service and solution from Amcom.

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“We are exceptionally happy with the solution Amcom provided. We are now able to work in a way we wanted to, but previously just didn't have the capability to. We run remote teams and the team leader might be in Perth but other members of the team are located in various places all over the world. It has allowed our remote teams to function as if they were in one office, which has been critical for our growth. It has dramatically changed the way we do business.”

Stuart Midgley, Chief Technology Officer  
DownUnder GeoSolutions