



IDS makes communicating simple...



Customer:
Planet Eclipse

Website:
www.planeteclipse.com

Customer size:
30

Country or region:
Manchester

Industry:
Manufacturing

Customer comment:
"We've bundled along with our old telephone system adding telephone lines and extensions for some time, without really looking at the communications here as a whole. IDS helped us to do just that and we're delighted with the transformation."

*Sofina Carr, Managing Director,
Planet Eclipse*

IDS Case Study **Planet Eclipse**

IDS hits the target with the Mitel HX5000 Communications Platform.

Paintball equipment manufacturer Planet Eclipse is the latest to gain from IDS services. Sofina Carr, Managing Director of the Manchester-based company, sought a communications partner that could help them seamlessly relocate their entire business to a state-of-the-art, purpose-built facility in Trafford Park, Manchester.

The Challenge

Planet Eclipse needed a modern, adaptable communications infrastructure suitable for its new premises and ongoing trading and expansion. The installation needed to work alongside their relocation activities to ensure that, once moved into their new office, the company was able to continue trading without a break. Each organisation's requirements are discussed during IDS consultations and skilfully built into the end solution. In addition, IDS's depth of experience brings with it a number of established methods to bring operational and cost saving benefits to businesses in general.

The Solution

IDS identified the new Mitel HX5000 hybrid business solution as a communications platform that suited Planet Eclipse perfectly. Amongst those facilities are easy to use voicemail and auto attendant systems that not only support the general reception, but also provide an effective service directing calls straight to the right place. Whether that's a sales or administration query through to a technical problem, callers can speak to the right person quickly and efficiently. IDS also supplied a range of BT services and supervised the transition from the company's former premises to the new location in Trafford Park without any break in communications functionality.

Sofina Carr, Managing Director of Planet Eclipse, said: *"The transition from one location to the other was planned like a military operation and went very smoothly with no downtime at all. We are delighted with the service IDS offered and we would have no hesitation in recommending them to others."*

Benefits

Sofina is particularly pleased by the Mitel HX5000's IP Dect Roaming facility. *"Whereas previously there were times when a pair of binoculars would have come in handy to locate a specific member of staff, now we've got mobile extensions so we can call someone directly even if they're placing boxes on the remotest shelf in the warehouse!"*

IDS Commercial Director Neil Owens added: *"Planet Eclipse is a fantastic company, well organised and managed, but the communications set-up limited just how efficiently they could operate. We enjoyed analysing the way the business operates with Sofina and her team so we could really get to grips with the issues."*

IDS maintains the system and provides a valuable ongoing service to guide and advise, and accommodate any future changes to the infrastructure. This peace of mind from its communications partner frees Planet Eclipse to do what it does best and be on target for 2011 – in every sense of the word!

To discover how IDS can transform your business, visit **www.idsi.co.uk** or call **0870 844 8811**.

