



CASE STUDY: JOB FINDERS

Panasonic platform selected to increase productivity and employee satisfaction

Challenge

Faced with communication challenges across remote office locations, Job Finders, a full-service staffing firm, was looking for a communication system that would help their employees streamline operations and increase efficiency while on the job. After 20 years of using the same phone systems, Job Finders needed an upgrade, and the company knew that employees needed a more effective solution that would help them communicate between multiple office locations.

Solution

Job Finders worked with BT Services to identify the appropriate solution to meet their communication needs, and chose the KX-NS700 series hybrid communication server as the solution connecting five sites over VPN. The team ultimately chose these solutions because of their IP connectivity, which enabled extension dialing across the sites, allowing the team to save money on long distance calls and the ability to keep communication lines open for prospective customers to reach them. In addition, the embedded unified messaging gave employees the ability to receive their voicemail notifications when away from their desks allowing them to be more productive while out of the office.

Result

Job Finders can now manage communication across all five offices from any computer on their network, making business operations a much more simple process. Additionally, employees are able to complete other tasks while taking calls because of the wireless headset capabilities of their new desk phones, and to receive voicemails on their cell phone while out of the office, increasing productivity while on the job.

After using the same phone systems for more than 20 years, Job Finders knew that it was time to upgrade and overhaul their communications systems. The team is spread out over five office locations and wanted to ensure that they selected new systems that would enable them to communicate with each other without incurring a cost to do so. Employees also wanted an overall easier system to utilize leading-edge features and benefits to help them do their jobs more effectively and efficiently.

"We needed a solution that would make our employees' jobs easier. The phones we were using in many of the offices were old and outdated, so we were looking for a substantial upgrade," said Anne Williams, President of Job Finders. "We worked with BT Services to identify a solution that would meet our communication needs, and their team recommended Panasonic."

After selecting the KX-NS700G hybrid PBX solution for four sites connected to one KX-NS700 across a VPN, the team knew they made the right decision. With these new platforms in place, Job Finders can now centrally manage all five offices from any computer on their network and can make calls between offices without tying up a phone line.

“We love the products and support we have received from Panasonic and BT Services”

– Anne Williams,
President of Job Finders



The result saves the team money on long distance charges and keeps the phone lines clear for new customers to reach them, which is something that was critically important prior to the deployment.

“We also looked at hosted as an option, but didn’t see many advantages. With the Panasonic system, we were able to purchase it utilizing the zero percent financing option,” said Williams. “We also liked the secure feeling of having Panasonic’s extended warranty on the equipment.”

Additionally, the team was thrilled with the level of service they received from BT Services to complete the job.

“BT services went above and beyond what you can expect from your average communication reseller. They not only provided us with the best solution for our needs, but they helped us with needs we didn’t even know we had,” continued Williams. “When a question would arise, BT Services would step in and help us understand what we needed to do. There wasn’t anything from start to finish that BT Services couldn’t handle.”

In addition to the productivity and efficiency benefits that the team realized after the deployment, Job Finders found

that their employees liked using the systems as well. Employees enjoy the fact that they can use the wireless headsets on their Panasonic phones, enabling them to be mobile and answer calls throughout the office, which allows them to complete other tasks while taking calls. Additionally, employees found that the sound quality is much clearer than what they were used to with the previous system, making the investment well worth it.

Some employees also utilize Panasonic’s mobile softphone app via their cell phones giving them the ability to answer calls from their office desk phones directly on their cell phones, regardless of which office they are visiting, enabling them to be more productive on the road and always available to clients and customers.

“We love the products and support we have received from Panasonic and BT Services,” said Williams. “When we have questions, both teams are very quick to respond and quickly meet our needs. Additionally, the fact that we’re able to complete tasks in half of the time and at a smaller cost is incredibly important for our business. We could not be happier with our choice.”