



**TalkTalk
Business**

Miller UK

**"This solution has dramatically reduced our
telephone call charges."**

Martin Crockit, Business Systems Manager, Miller UK

talktalkbusiness.co.uk/uc

Call:
0800 954 5707

Lines are open Mon-Fri 9am-5pm

The challenge

Meeting future requirements Saving cost

Miller needed a cost-effective overseas communication solution that would support the firm's vast geographical spread, and an integrated global communications platform.

The solution

Unified Communications

TalkTalk Business provided a Mitel Unified Communications phone system with IP phones and DECT handsets.

The benefits

**Greater transparency across
worldwide sites**

**Dramatically reduced call
costs through IP telephony**

**Opportunities for future
development**

**A clear migration
path toward a unified
communications
infrastructure**

Background

Established in 1978, Miller UK Ltd is a world-leading manufacturer of buckets, couplers and attachments for the earthmoving industries. The firm currently employs over 1000 staff worldwide and boasts an extensive customer base that includes Caterpillar, Volvo, JCB, Komatsu and Hitachi.

Immediate and future needs

TalkTalk Business has a long-standing relationship with Miller and has worked closely with the manufacturing giant for a number of years to deliver a phased IP telephony roll-out to its worldwide operations.

With sites in Northumberland, Gibraltar and the US, Miller saw an integrated global system as a way of significantly improving communications and thereby increasing productivity. TalkTalk Business was therefore appointed to design and implement a solution that would unite Miller's disparate sites and allow them to operate as if under the one roof.

TalkTalk Business's challenge was to deliver a cost effective, yet totally reliable, robust and flexible solution; the right solution for the company's immediate needs with the built-in ability to take advantage of more advanced unified communications technologies moving forward.

Phased migration

The first phase of TalkTalk Business's project saw the implementation of an IP backbone at Miller's site in Cramlington and from there, TalkTalk Business migrated the company's other sites in Gibraltar and the US when required, thus building a tailored solution that not only brings all the advantages of integration, but also assures business continuity.

Workforce mobility was also high on the agenda for Miller given the nature of the business. A high proportion of employees work on the factory floor, in workshops etc rather than within a traditional office environment and as such, communication methods were a key consideration.

TalkTalk Business duly implemented a Mitel IP-DECT solution thus extending the reach of the corporate voice and data network to enable 'roaming' users to move around the workplace freely making calls and accessing telephony features from any location.

"The solution provided by TalkTalk Business allows us to communicate freely with our offices around the world as if they are in the next office."

Martin Crockit,
Business Systems Manager
for Miller UK

Foundations for future growth

It is imperative for global companies like Miller to keep communication lines open between disparate locations. As a result, TalkTalk Business has successfully migrated Miller to a Mitel IP telephony system and with it laid the perfect foundation for continued international deployment, making critical communications both seamless and cost effective irrelevant of location.

Meanwhile the Mitel IP-DECT solution delivers a high-quality wireless voice service and a secure means of un-tethering Miller's workforce, thereby increasing productivity.

Miller is now equipped and in a position to go a step further and take advantage of new Unified Communications technologies which essentially unite and knit together common business applications into a single user-friendly interface.