

# VANGUARD LOGISTICS SERVICES

Global telephony for a global business.



**VANGUARD  
LOGISTICS**

## THE CLIENT

Vanguard Logistics Services are one of the leading freight carriers in the world. They provide a seamless transportation network globally across air, sea and land, including warehousing, logistics, inventory management, information and consultation services.

The company operates from over 525 locations in more than 100 countries. Vanguard's global ocean freight volumes make them one of the largest global sea-freight consolidators in the world.

## THE CHALLENGE

Vanguard had several divisions, each with autonomous IT and telephony infrastructure with a range of suppliers – including Immervox.

The business wanted to merge everything under the name of Vanguard Logistics, and implement a resilient, integrated Voice solution to link all their sites whilst keeping their old telephone numbers – including those of sites they were closing down.

## THE SOLUTION

We provided a comprehensive solution that reduced their annual costs by 20%, and drastically improved the efficiency of their service. Using their existing Global WAN (Wide Area Network), we installed an Avaya ACM Phone System that linked every site across the world – with free calls between them. SIP trunking allowed the consolidation of sites with no impact to clients.

The Phone Systems at their Head Office and Manchester locations were programmed to back each other up in case of emergency – automatically redirecting to the other site should one go down. A call-logging package was also deployed out across all extensions which allowed closer monitoring of their call centres together with the ability to generate departmental cost centres.

Immervox provides ongoing planning and consultation to support Vanguard's ICT and Communication strategy, and ensure optimum efficiency in the future.

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## WHAT THE CLIENT SAID

*"I would not hesitate to recommend Immervox as a telecoms provider. They are one of the few companies that actually care about what they can do for you. No job is too big or small and they will listen to your requirements and provide a tailor-made solution for you. Year on year I have managed to save money using Immervox's services.*

*The helpdesk at Immervox is outstanding. They are always courteous and professional and always have a solution that is both efficient and cost effective.*

*Their project management was second to none and their product knowledge was great. We had extremely tight deadlines and they managed to install the system with zero downtime.*

*Immervox performed exceptionally. They seamlessly managed the merger of all lines etc. from other providers, keeping me informed at every step; delivering on time and to budget every time."*

IT Manager Europe, Vanguard Logistics Services