

CASE STUDY

FSI Cloud



About FluidOne

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About FSI Cloud

Established in 2009, FSI Cloud provide a full range of cloud computing and business productivity applications that enable businesses to be more agile and scalable to meet their customer demands.

Increasing resilience for FSI Cloud with a virtual phone system and SIP

An office move prompted web hosting company FSI Cloud to take the opportunity to increase resilience in their phone system. They approached FluidOne due to our comprehensive Mitel expertise and office move experience.



The Challenge

FSI Cloud were running an on-site physical Mitel controller alongside a BT ISDN30 service for their inbound and outbound calls. Mitel MiContact Centre software was also being used to support their staff. They had already invested in a resilient virtual server environment, and wanted to take advantage of this to improve their business continuity plans. They were also looking for more comprehensive Mitel maintenance and support.



The Solution

During the office move, we migrated their core Mitel MiVoice Business system into their virtual environment, retiring their legacy physical Mitel controller. Their Mitel MiContact Centre software was also upgraded and moved across. We then retired their ISDN service and deployed active SIP trunks on a dedicated point-to-point Gamma data connection, with standby trunks sitting on their public internet connection for additional resilience. For extra business continuity, we overlaid this with Gamma's SIP Trunk Call Manager, enabling them to instantly change their call routing at network level if required.



Result

FSI Cloud's office move went smoothly, and the migration of their phone system to the virtual environment was successfully completed, giving them the increased telephony resilience which they were looking for. The upgrade of their ISDN to SIP has provided them with a futureproof solution as well as the dynamic response it offers.



Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.