



## Case Study - DCS Group

*“We would most definitely recommend BDR to another company and would say the experience for us has been absolutely excellent from beginning to end”*

Denys C Shortt – OBE, Chief Executive Officer, DCS Group

### About DCS Group...

DCS Group is a UK TopTrack 250 company with an annual turnover that exceeds £200 million. DCS Group came from humble beginnings, from a family run business set up in 1994 with a team of three, to now employing a team of over 350 people. DCS Group have over two decades of experience selling health, beauty and household brands resulting in over £2 billion of sales!

### The Challenge...

The main challenge to overcome was the sheer scale of the site with multiple buildings spread over a 25-acre plot. It was imperative that all buildings and outside space were fully connected with IT, communications and WiFi capability.

Full operation needed to be maintained during the move from the old premises to the new. This involved working to a tight time schedule not only to install the network and communications infrastructure but also to move existing telephone numbers and lines.

DCS use a large number of wireless devices including handheld scanners for packing orders, wireless handsets, laptops and tablets. With team members roaming between buildings and working across the large warehouse space, full wireless coverage and seamless handover when roaming was a must have! Full resiliency across both the network and telephony infrastructure was also crucial as any downtime would have significant impact on the businesses operations.

### The Solution...

BDR were not only chosen to install the IT, network and cabling infrastructure but also the telephony solution. BDR stripped out all of the existing legacy network cabling and replaced and installed the very latest in technology. This included over 1000 Cat6 network points, 51 access points, VMware cluster of servers with high availability, Hybrid SAN array for storage and highly available firewalls for full resiliency.

The Mitel Virtual MiVoice Business, a new virtualised phone system, was also installed. The existing phone lines were converted to SIP trunks and all numbers ported across. This made the telephony solution easily scalable and significantly reduced costs. The handsets used were the Mitel 5320 and 5330 IP Desk Phones, UC360 conference units and the 5624 WiFi Handsets. The Mitel UCA desktop application was also installed to give full presence and dialling capability from each user's computer.

### The Benefits...

This installation was completed on time, on budget, and with no negative impact to the businesses operations.

DCS now have a future-proofed IT, network and telephony infrastructure that has streamlined their business. DCS Group utilised BDR's wealth of industry knowledge and trusted them to recommend and install a system that would give them a competitive edge and full resiliency.

DCS group now have a bulletproof IT, network and communications infrastructure with both on-site and off-site replication, so in the event of a complete hardware failure DCS can continue to operate as normal.

DCS now have the ability to communicate not only via voice but via data with the capability for users to see the status of one another, streamlining the business operation and improving productivity.



# Unified communications, simple solutions...



**BDR Voice & Data Solutions** are an award winning IT and Communications specialist, who provide a wide range of bespoke solutions to a broad spectrum of businesses across the UK and beyond. Delivering a first class service through a team of highly trained technical personnel, BDR offer maximum return to its clients through integrated unified communication solutions...

Founded in 1991, BDR is an independent company still owned and managed by its founding members. Dedicated to its core values and principles BDR will work closely with its clients to ensure their IT and Communications requirements are met, whilst enjoying the benefits of the latest technological developments.

BDR offer market leading communications solutions to all sizes of businesses via an established collection of industry leading products. Our knowledge within this ever evolving market is vast and we are continually investing in maintaining and supporting new technologies. We have developed the BDR Academy. Our bespoke in-house training platform continually educates our personnel to ensure they always have their fingers on the pulse of technological advances. This enables BDR to continue to offer a first class service to all of our customers...

BDR's Unified IT & Communications systems can promote enhanced co-ordination and productivity, ultimately...

Reducing operating costs  
Increasing Customer Satisfaction  
Improving business Efficiency

Our extensive portfolio includes:

- Cloud/Hosted IT (SaaS, DaaS)
- IT Hardware & Networking
- Connectivity: Broadband, Leased Lines, MPLS Networks
- Wi-Fi Solutions
- Virtualisation
- Off-Site Back-up, Disaster Recovery/Business Continuity
- Mobility Solutions
- Telephony Solutions
- Unified Communications (UCaaS)
- Mobile Tariffs and Handsets
- Mobile Device Management
- Call Recording
- Computer/Telephony Integration (CTI)
- Inclusive Call Packages
- IT/Telephony Support & Maintenance Services

Plus much more...

If it's time that you gave your communications a health check, read on and see exactly what BDR are able to offer in addition to a great service!...