



# Target Acquired, Flip Delivered! Cohort plc

## Fast Facts

<b>Organisation:</b>	Cohort PLC, Arlington House, 1025 Arlington Business Park, Theale, RG7 4SA
<b>Industry:</b>	Defence and Security
<b>Challenge:</b>	Replace current Cisco call manager with new phone solution.
<b>Solution:</b>	Flip Connect's Cisco Hosted Telephony
<b>Result:</b>	Solution designed, implemented and fully managed.

## Background

Cohort is an independent consultancy with a first-class reputation for providing a wide range of technical support, consultancy and managed services to a diverse customer base. Cohort's principal client has been and remains the UK MOD and its agencies. Other customers include NATO, EDA, UK government departments and major UK and international industrial players.

In 2006 Cohort became part of Cohort pic; a group of complementary companies providing advisory and technical services across the defence, security and associated sectors. Cohort pic is comprised of SCS, MASS and SEA.

## The Solution

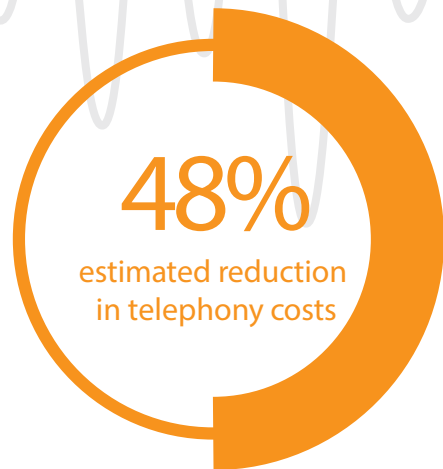
Our Cisco Hosted solution quickly proved itself to cater for many of the requirements that Cohort were looking to achieve out of their telecoms. This is when we identified the Hosted Solution to be the best option for Cohort as it allowed the company to reuse the Cisco equipment they had already invested in and would therefore mean that capital expenditure could be kept to a minimum.

Using the hosted solution along with the existing equipment also meant that enhanced functionality could be provided to the system. We were sure this solution would be within budget and straight forward to set up meaning minimal disturbance to the day to day running of the company while the installation was in progress. It was key that basic call functionality was easy and flexible to implement.

## Summary

Cohort now have a telephone system with more functionality and included support services. The inclusive support services were imperative to Cohort and played a large part in their decision making when deciding to make the transition to us for their telecommunications provider. The cost saving is significant compared to Cohort's previous supplier which entailed very expensive support and service contracts.

The phones connect via Cohort's current WAN connectivity meaning not only that more savings have been made in this area too but it is a reliable and familiar connection that Cohort already had implemented beforehand.





# COHORT CASE STUDY

## Hosted Phone System



# Cohort plc

### The Challenge

Our challenge was to provide a telephone system and our offered services and make them work for Cohort as a company. We achieved this in several different ways.

We lowered their overall annual cost of their phone system support by nearly half, this includes a remote support desk for all in house telecoms at Cohort who are available and ready to help along with our engineers who are flexible and can be available at short notice if necessary. This all means that the annual cost is an all-encompassing price which means they will know what they are paying and can now budget accordingly.

The fact that the existing equipment was able to be used was a big time and money saver which helped to speed up the install process and mean Cohort could be set up with their new Telecom system as quickly as possible.

### The Result

Flip Solutions installed their award winning Cisco hosted solution complete with the in house telecoms helpdesk which is based remotely.

“ Flip was recommended to us and have proved to be a first-class company to work with. Friendly, efficient and professional. The post installation support has been excellent. We would most certainly continue to use Flip for our telecoms.

Lauren Patterson  
Director of Finance



Cohort have an internal telephone directory set up to meet the requirements that they have stated. This can be amended within 24 hours of being presented to our helpdesk. This shows that our solution is not just a box on the wall and we are professional business people working together and understanding the demands of having a successful and reliable telecommunications system functioning in your place of work.

It is important to us that we work closely with our customers throughout their time using our services. In this case working in close contact with Cohort at each stage of the project proved vital in delivering the correct system to suit their business needs from day one.

### Benefits

- ★ Keep existing equipment.
- ★ Improved functionality.
- ★ Halved annual telecoms spend.
- ★ Minimal disturbance to the day to day running of the company.
- ★ Hugely improved fix times as well as adds, moves and changes.
- ★ Improved their internal telephone directory, which is vital to daily operations.

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