

# SIP TRUNK SERVICE CASE STUDY: SPEEDSCAN



ORCON®

Founded in 1997, Speedscan brings together a combination of experience, leading edge technologies and robust processing services to deliver world class outsourcing solutions for document intensive businesses. These Document Process Outsourcing (DPO) solutions are delivered from multiple locations across Australia, New Zealand and The Philippines, driving efficiency, productivity and profitability for more than 500 companies and managing more than one billion pages.

Gavin Thwaites, General Manager, Speedscan talks to Orcon. [www.speedscan.co.nz](http://www.speedscan.co.nz)

## The IT Management Challenge



As an innovative company, Speedscan is continually looking at ways to use technology to improve business operations in order to better satisfy customer service demands. There was a need to refresh the phone technology and they were looking for a solution that would:

- Enable a fully integrated Australasian telecommunications platform.
- Enable their employees to take advantage of benefits provided by the convergence of technology. For example dialing directly from Outlook programs or accessing voicemail through Outlook;
- Save costs on voice services;
- Provide disaster recovery capabilities for the business;
- Deliver the same voice quality as they were getting at present.

## Rising To The Challenge

### ✦ SAVING COSTS

“Our voice costs have come down three-fold.”

### ✦ VOICE QUALITY

“The call quality is good. It’s crisp, clear and very reliable.”

### ✦ ENABLING EMPLOYEES

“SIP Technology has matured to a point where the benefits that were promised can now be realized without compromising either quality or functionality.”

### ✦ DISASTER RECOVERY

“Our disaster recovery capability is a key benefit for us, it’s important to our business that customers are always able to connect to us. We now have the ability to automatically re-route our Auckland and Wellington offices, as required. This is critical to our business continuity.”

## About Orcon SIP Trunk Services

- A high quality, digital ‘Voice over Internet Protocol’ (VoIP) alternative for businesses that use or require a Private Branch Exchange (PBX) to manage their telephone network.
- A direct connection to Orcon’s telephone network delivered over a voice optimised Orcon Dedicated Internet Connection.
- Unlimited voice channels available with easy ability to switch on and off as required.
- Porting of existing phone numbers.
- Call logs and reporting delivered via standard My Orcon reporting portal.
- Access to free local calling, competitive national, international and land to mobile toll rates.

**TO GET CONNECTED PLEASE CONTACT ONE OF OUR CORPORATE ACCOUNT MANAGERS BY RINGING 0800 55 2000 OR EMAILING [SALES@ORCON.NET.NZ](mailto:SALES@ORCON.NET.NZ)**