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Nissan Ireland reduce time wastage and maximise return with Brandon Consulting.

Challenge

Every organization seeks to improve efficiencies and streamline internal and external communication where possible. Nissan Ireland is no different and found it could save managers up to two days per month by implementing the streamlined communication system that is Microsoft's Office Communication Server.

"Our old communications solution was quite cumbersome and annoying for the business user," says Rory Donnelly, Chief Information Officer for Nissan Ireland.

"You never knew the best way to contact someone, which resulted in a lot of missed calls and time wasted waiting for people to return messages."

Time was also lost when the company's business managers, who work away from the office for weeks at a time, had to spend entire days travelling to and from bi-weekly meetings at Nissan Ireland headquarters.

Solution

Through the implementation of Office Communications Server 2007, Nissan Ireland employees now receive all e-mail messages, voice-mail messages and missed-call notifications in one inbox, which users can access from their workstations, portable computers, and mobile devices.

Mobile and home-based workers use voice over IP phones that plug into PCs, portable computers, or broadband routers. This gives them internal Nissan Ireland extensions and four-digit dialing to and from other internal extensions regardless of location.

Results

Nissan Ireland business managers now gain two working days per month by reducing their travel time. Companywide, Nissan Ireland employees spend about 15 percent less time on communications. Cost-free options for contacting Nissan Ireland reduce dealerships operating expenses, improving customer satisfaction.

Mobile employees are now easier to collaborate with and feel more connected to the company. *"Office Communications Server 2007 has already brought big gains, both for us and for our customers,"* says Donnelly.

Overview

Product Used

- Office Communications Server 2007 solution

Client Profile

- Nissan Ireland imports Nissan motor vehicles and distributes them to a network of independent dealers throughout the Republic of Ireland.

Business need

- Nissan Ireland wanted a unified communications solution that would deliver users e-mail and voice-mail messages to one inbox, improve collaboration among office-based and mobile workers and reduce the time employees spent travelling.

Solutions and Benefits

- Nissan Ireland employees can now contact colleagues at the click of a button, without needing to know whether someone is in the office, travelling, or working from home. *"Office Communications Server 2007 does away with the hassle of deciding which device to call,"* says Donnelly. *"You call the person, not the device."*

Quote

"Before the Office Communications Server 2007 solution, our business managers were effectively losing one day for each bi-weekly meeting.... Now, they're saving not only the time, but also the travel costs. Brandon Consulting had the people and expertise to help get us to the next generation of communications."

*Rory Donnelly
Chief Information Officer
Nissan Ireland*