



We recently reached out to Group Manager - IT - Dough Hoey to get his insights and vision on their Comscentre HCS deployment and Cisco Meraki wireless network upgrade, with a snapshot on the positive changes that are set to come into affect for the Group.

**Comscentre are delivering both a Hosted Collaboration Solution (HCS) powered by Cisco and a Cisco Meraki wireless upgrade to the whole dealership group. What have been the major changes for the business from the solution?**

The rollout project is still in its infancy at this stage; however, we envisage that the dealerships will embrace the wireless solution, particularly as we transition more and more of our business applications with mobile-enabled functionality, increasing the day-to-day flexibility and bringing positive changes to the way we work. The Meraki wireless solution is also providing invaluable insights into our Wi-Fi users which we didn't have previously.

Meanwhile, the HCS component of the project is initially aimed at simply replacing our legacy on-premise PBX systems in a cost-effective way. Prior to the project kick-off, we originally had separate on-premise PBX systems at our dealerships. So, the HCS solution was designed and is being implemented to consolidate our communications from both a cost and ease of management perspective.

**Can you please list the three most important deliverables of the solution, from your perspective?**

1. To cost-effectively replace the existing on-premise PBX at each site with an IP based telephony solution capable of meeting our immediate communication requirements.
2. Align ourselves with an IP telephony solution (Comscentre HCS powered by Cisco) that is, and will continue to be, "best of breed". The way that the Comscentre HCS platform is designed will keep us in a strong position across collaboration and telephony management technologies - as Comscentre will consistently be upgrading their platform in line with releases from Cisco.
3. To engage with a service provider who has proven capability in our preferred platform and who is flexible to our changing requirements, both commercially and technically.

**What were the factors that differentiated Comscentre?**

It was the compelling combination of competitive pricing, the flexibility within both the solution and the commercial offering, and the auto industry-specific expertise collected over many years.

**Ultimately, what's the vision for the business with the use of the solution and its technologies?**

To replace our legacy PBX systems throughout the entire group with the Cisco HCS system initially, but ultimately to leverage off some of the more advanced capabilities of the HCS platform to positively affect the way we do business and improve our customer engagement.

In addition, have companywide, wireless network coverage capable of supporting various technologies and applications as we progressively "mobilise" our business.