



Case Study – Zotefoams plc

Zotefoams Plc products are made by a unique high pressure nitrogen gas process. The superiority of these products, compared with polyethylene foams made by other technologies, stems directly from the use of this high pressure technology. This produces pure, chemically inert foam, with a uniform cell structure and regular cell walls.

Zotefoams Plc are heavy users of both internal and external telephone lines. As an example, the Research Department employs 15 staff who constantly use the telephone to keep in touch with both customers and suppliers.

Managers and facilities staff can be anywhere on the site which covers a kilometre by half a kilometre. These staff were contacted by Pager and an Alcatel system but not all calls connected and the dropped call rate was unacceptably high. The Alcatel supplier was slow to respond and failed to provide a strategy to move Zotefoams forwards. So Michael Richards, IT Manager of Zotefoams, contacted Working Telecoms Ltd.

After auditing Zotefoams business needs and surveying the site and buildings, Working Telecoms recommended the Alcatel system be replaced with a AVAYA Index system supporting 100 users. Working Telecoms also recommended a DECT system be installed for the Managers and facilities staff. An Elephant call logging system was installed on a server and connected to the AVAYA system via an RS232 cable.

Zotefoams opted for the 'Retainer' maintenance contract from Working Telecoms to maintain their systems.

**For Working Telecoms sales enquiries, please contact us at:
sales@workingtelecoms.co.uk**



"Working Telecoms responded quickly and efficiently to our call for help. They analysed our requirements and surveyed the site and buildings and made a number of recommendations, all of which were adopted. We now rely on our DECT system for contacting staff on the move and it is 100% reliable with no dropped calls. The AVAYA Index system is superb and our maintenance costs have fallen by 75% thanks to the 'Retainer' maintenance contract. Working Telecoms are responsive and helpful with all our staff, resolving problems quickly and are a pleasure to work with"

Michael Richards,
IT Manager, Zotefoams plc