



CASE STUDY



UNIFIED COMMUNICATIONS MADE EASIER FOR NURSERY STAFF

Bright Horizons works with leading employers to provide a wide range of innovative and practical solutions to support the changing needs of working families. These include back-up care, coaching and development, and a large network of workplace and community nurseries. The company employs over 7,000 staff in around 300 sites across the UK.

The Challenge

Before switching to Daisy, Bright Horizons was using a range of different PBXs provided by several different suppliers. They had identified that this was becoming increasingly costly and was causing inefficiencies in administration, with staff needing to deal with multiple bills and paperwork each month.

In addition, the looming PSTN switch off meant that many of Bright Horizons' sites would soon need to upgrade their phone lines.

The company wished to modernise and streamline their technological estate, while also cutting costs. They were looking for one sole supplier to provide an up-to-date service that was reliable and easy to use.

The Solution

After looking into a number of options, Bright Horizons chose Daisy as their preferred supplier, we delivered a Mitel Cloud Solution in 282 locations ensuring that the phones, training, cabling were implemented as part of a single site visit.

Bright Horizons' key priority is the safety and wellbeing of the nursery children at all times. In line with this, to allow them to accept and make phone calls, managers and nursery staff needed to have handsets which they could take from room to room, rather than being limited to the nursery office. We installed phones that were maintainable, supported, and easy to use in each room and which were compatible with PoE, WiFi or DECT as required.

AT A GLANCE

Company: Bright Horizons

Industry: Care and Education/Work-Life services

Employees: 7,000

Services Taken:

- Mitel
- SIP Trunking
- Daisy Flex Private Cloud Platform
- Break/Fix Maintenance

