

Case Study

Flying Fish



Industry: Training and Leisure

Founded: 1993

Number of offices: 4

Website: www.flyingfishonline.com.au

Number of employees: 12

Executive Summary

Overview

Flying Fish trains commercial maritime professionals and instructors of water sports and mountain sports.

On the water we sail, dive and windsurf. On the mountain we go skiing, snowboarding and mountain biking.

In 1995 we established our European base at Vassiliki on the Greek island of Lefkas. 20 years later, we are running Windsurf Instructor courses at Club Vass and Dinghy Sail Instructor courses at Wildwind.

The Challenge

CRM requires higher bandwidth

Flying Fish implemented a CRM system in the UK that was to be accessible from the Australian office. The site to site VPN was not sufficient to present native access and a speed upgrade was required. IP Works coupled that with the deployment of Remote Desktop Services and provided reliable access to the system.

Solution

Avaya IP Office improves telecommunications process

Implementing Auto-Attendant menu systems on for incoming calls has allowed Flying Fish to streamline the informational repeat calls that would have previously consumed a staff member for up to 10 minutes a time. Information can be recorded once and replayed at the touch of a button to the incoming caller.

Business Results

IP Works takes the headache away from Flying Fish personnel with all aspects to IT and Telecommunications. IPWORKS IT Helpdesk – Always available.

The IP Works helpdesk has monitoring agents on the Flying Fish servers, desktops and notebooks to enable pro-active reporting as well as easy remote control when assistance is required.

Productivity is up and faults and downtime are minimised



Key benefits

- ❖ Dedicated account management team
- ❖ Fixed Price managed service – no bill shock
- ❖ Improved Internet service with single point of contact for faults and queries
- ❖ Pro-active server and workstation monitoring
- ❖ Telephony cost reduction

Technology overview

- ❖ Windows Server
- ❖ HP Client PC's and Laptops
- ❖ managed ADSL firewall
- ❖ Avaya IP Office Phone system

Testimonial from the Flying Fish Australia, Managing Director

"You and your team at IP works have always been extremely quick to respond and resolve our various IT issues and I am grateful for your professional and efficient service."
Andy Fairclough / Director of Flying Fish Australia

Next Steps

The Flying Fish continues to work with IPWORKS Systems Engineers.

The IP Works team fully manages the solution and provides increased functionality for Flying Fish to focus on providing an exceptional training experience for their 1000's of annual clients.

As the single point of contact, Flying Fish no longer waste hours on the phone talking to supplier A or Supplier B and endless finger pointing between technology companies is eradicated.

Productivity is up and faults and downtime are minimised. Now that the solution has been deployed, the work won't stop.

For more information on how we can assist you -
without any obligation please contact:

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