

Case Study



Company

Gurit Group

Industry

Composite materials, Composite solutions and engineering consultancy

Headquarters

Zurich, Switzerland

Founded

1835

Services

Telephony

Key benefits

- Soft IP PBX, with excellent IP Voice Quality
- SIP Trunks over existing Data-link
- Fax to Email
- Global Directory
- Responsive Sales and Service Management

*“Gurit relies on good communications to service our customers around the world. We are not telephone experts, so having Silver Lining come in and **take care of everything**, with minimum disruption was excellent .”*

The Gurit Group has established itself as an innovator in the composites industry as a manufacturer of advanced composite materials, supplier of composite solutions and engineering consultancy for a range of industries.

Gurit made its name in the high-end race boat market over 30 years ago and now supplies a wide spectrum of projects worldwide. Production boats focusing on manufacturing efficiencies, superyachts with unique design features, commercial and military vessels requiring robust yet low weight construction, as well as current race yacht programmes looking for improved quality, more efficient production, cost reduction, reduced weight or cutting edge performance, are all benefiting from Gurit's complete composite solutions.

The Challenge

Gurit currently has 2 sites in Southern England: the Hamble office and Newport on the Isle of Wight. When the Hamble office had a requirement to review their existing telephone system, they needed a capable supplier that could take on the project and deliver it quickly and efficiently.

Silver Lining was one of a number of suppliers invited in to assess the situation, provide advice and make some recommendations. Gurit liked what they heard and decided to proceed with the purchase of a state of the art premises based Splicecom S8000 Soft IP PBX with 11 extensions

“We are really pleased. The migration over to our new telephone system was very easy. We like the flexibility that the system offers, the better voice quality and particularly the new features like the softphone mobility capability, which are really useful additions.”

**Alex Shimell, Marine Consultancy
Director EMEA, Gurit UK**

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The Solution

To meet Gurit's brief, the Silver Lining solution consisted of a number of key elements:

- A Splicecom S8000 Soft IP PBX
- PCS 60 Operator Console, supporting click to call transfer
- A mix of PCS IP handsets for the general office and conference room
- Gurit's Global Corporate Telephone Directory was uploaded to give all of the Hamble office staff quick speed dialling capability to any of Gurit's 500 global staff members
- A PoE switch for powering the desk handsets
- iPCS mobility applications, enabling offsite and working from home

Benefits

Key to Gurit's decision was:

- Supplier responsiveness.
- Purchasing a solution that would be future proof and could be utilised as an on-premise switch initially and migrated into the cloud at a later date if Gurit's wider IT strategy required it.
- Contractual flexibility. Gurit was keen to avoid penalising long contractual lock-in terms.
- An IP switch that is very easy to use and allows the part time Receptionist to handle calls for part of the day and then switch the incoming calls over to 'group pick up' for out of hours.
- Support for softphone mobility capability for future needs.
- Existing Fax line replaced with Fax to Email service.

Part of Silver Lining's proposed solution was to re-utilise the existing infrastructure where it made sense. The legacy ISDN lines were replaced with QoS SIP trunks routed via Gurit's existing 100 Mb fast datalink.

The system was turned live on the day that the old system went out of contract. The switch over was seamless and not a single call was missed.

