



Rich communications for cost and productivity benefits

365IT designs, delivers and deploys Cisco communications solutions

The Customer

Established in 1974, Investec is an international specialist bank and asset manager that provides a diverse range of financial products and services to a niche client base in three principal markets, the United Kingdom, South Africa and Australia.

The Challenge

Investec acquired Rensburg Sheppards, a major investment management company in 2010. Prior to the acquisition, Rensburg Sheppards had themselves made a number of acquisitions, which saw them merge with three of the oldest names on the London Stock Exchange. Following this period of change, Rensburg Sheppards inherited a plethora of technology systems, along with which came the challenge of maintaining and managing a widely dispersed, complex network infrastructure.

With 11 regional offices across the UK and over 600 employees, Rensburg Sheppards was also faced with communication challenges. With systems that were all more than 10 years old, communication was basic, ineffective and expensive. Rensburg Sheppards needed to bring all users onto one platform to reduce cost, ease management and increase productivity.

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Telephony is one less thing to worry about as it is so easy with 365IT and Cisco.

Lio Lopez-Welsch, IT Director

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The 365IT Solution

365IT recommended, designed and deployed Cisco Call Manager. The solution was first implemented in Liverpool, the largest of the UK sites and this was followed by a roll-out to Leeds, Belfast, Sheffield, Manchester and Glasgow, connecting all employees to a significantly updated system, rich with features and applications. Presence, hot-desking, call recording and direct dial are now helping users to work better together, across all the sites.

The solution also gave Rensburg Sheppards a disaster recovery strategy for the first time. With remote servers based across multiple sites, network resilience has been greatly increased and system uptime is guaranteed, which is critical for a service-led organisation. Also, most recently, the use of advanced clustered Cisco Unified Communication Manager configuration has given Rensburg Sheppards even greater flexibility, scalability and resilience.

The Benefits

- Significant cost savings across all locations
- Enhanced communications and productivity with presence and hot-desking
- Clients get to speak to the people they want to speak to more quickly
- Provides greater flexibility for remote workers
- Full compliance with FSA regulations for call recording