

Aldermore Invoice Finance Case Study

Challenge

Aldermore Invoice Finance has is an established provider of factoring and invoice discounting solutions for UK businesses. With regional offices across the UK, Aldermore Invoice Finance helps thousands of businesses to release cash whilst protecting against late payers helping to manage business finances.

Solution

4Net Technologies have provided a managed service with full helpdesk support for all sites and a consultation process to aid the development of the telephony strategy.

Through this consultative approach several key sites have been upgraded to Avaya IP Office in-line with the new strategy with other key upgrades to take place at pre-determined dates over the coming 12 to 18 months.

Benefits

Aldermore Invoice Finance now have a strategy in place to unify their telephony and also have a single point of contact for all support issues through 4Net.

Introduction

Aldermore Invoice Finance has a history serving the Invoice Finance sector for over 15 years as one of the largest factoring companies in the UK.

Today, Aldermore Invoice Finance is a division of Aldermore Bank PLC the first British bank to be wholly owned by a private equity firm; AnaCap Financial Partners LLP. Aldermore provides specialist financial solutions to savers and small to medium sized enterprises (SMEs) throughout the UK.

Challenge

With regional offices throughout the UK, Aldermore Invoice Finance had a large telephony estate that was continuing to grow.

As with all businesses that grow acquisitively, the telephony set up differed from one office to the next; presenting problems in management and maintenance. Furthermore the telephony estate was becoming expensive to maintain with a growing risk of key elements becoming end of life.

Solution

As there were a number of offices in need of new telephony systems, Aldermore and 4Net worked together to produce a strategy that would provide a blue print for the telephony platform throughout the group. The best fit solution for Aldermore Invoice Finance was the Avaya IP Office Platform which provides a feature rich and scalable telephony platform that is simple to use and cost effective.

In line with the developed strategy, 4Net has already implemented 2 site upgrades to the new IP Office platform with further upgrades scheduled in over the coming 18 months.

Along with the IP Office, 4Net also provided a maintenance contract that gives Aldermore access to full helpdesk support for any adds, moves, changes or service issues giving peace of mind that the telephony is in safe hands.

Benefits

Aldermore Invoice Finance now has the stepping stones in place to unify their telephony platform and have already started to roll out the strategy with upgrades to two of their sites. The maintenance contract with 4Net gives Aldermore a single point of contact for any telephony issues, simplifying the process and reducing the time for any change requests.

With this cost effective and well planned strategy, Aldermore have a clear progression path to migrate the group onto a single telephony platform that will provide the business with all the features necessary to fulfil their needs now and in the future.

Nick McAvoy, Head of IT at Aldermore Invoice Finance comments '4Net have been instrumental in the planning of our telephony strategy providing advice and guidance in helping us to achieve our objectives. The upgrades of the 2 sites ran smoothly and we are looking forward to further upgrades over the coming months.'

About 4Net Technologies

4Net Technologies provide contact centre and telephony solutions that address today's business issues. With an intelligent and consultative approach, combined with unrivalled technical excellence, 4Net can design, implement and support the technology solution that meets your businesses objectives whilst maximising existing investments. From IP Telephony to Unified Communications and Virtual Contact Centres, 4Net Technologies partners with best in class vendors such as Avaya, Cisco and Mitel, to provide a solutions portfolio that can address 21st century business challenges.

For further information on 4Net please call **0845 055 6366** or visit www.4net-technologies.co.uk