



- 3CX telephony
- dual screen thin client computers
- Synergy Pro solution

Client Summary

Fresh Horticultural Careers provides professional, efficient and cost-effective staffing solutions for the horticulture industry.

Their staff have a horticulture background, and their first-hand industry knowledge means they understand the market and the type of people that they are looking for to ensure their clients' requirements.

Issue: Rapid growth pains

Fresh Horticultural Careers have had their IT systems completely overhauled twice over the long time they have worked with Network Fish. Initially, they had an in-house server to run their bespoke recruitment application, eventually moving to a fully cloud-based solution based on Office 365 and Dropbox.

They wanted to simplify their desktop management environment. **Their goal was to try and reduce cyclic renewal costs while maximising their desktop hardware lifespan.**

They also wanted to make sure that the latest technology was at the (green) fingertips of their users.

During their latest IT review, the customer wanted a change from the Office 365 / Dropbox cloud solution into a more familiar file/share based access.

They were also looking to move offices and replace all their aged computers.

Action taken

We proposed and implemented our Synergy Pro solution, which includes a virtual desktop along with a Network Fish-managed thin client computer, all part of a single monthly invoice which covers all IT costs for their business.

We simplified their desktop infrastructure, maximising their hardware investment while providing the latest technology.

Client details
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Fresh Horticultural Careers



Migration to Synergy



A migration was performed to consolidate all Office 365 and Dropbox services into our hosted servers within Synergy. This was done with minimal downtime to the customer and did not affect their day to day tasks.



New, dual screen thin client computers were installed at the customer's premises which allowed them to easily connect to the Synergy virtual desktop and also to hot-desk when required.



Instructions were provided for all staff who needed to work remotely from their homes using personal computers.

Result

Implementing a virtual desktop infrastructure with Network Fish thin client terminals helped to simplify their IT architecture, while offering a hosted desktop environment extended the life of their existing hardware desktop investment.

With Network Fish's virtual desktop solution package, technology usage can be expanded as required to provide larger but simplified technology infrastructure.

3CX telephony solution

Addressing the shortfall

You can imagine a similar scenario in your firm.

You've grown successfully over time, generated a loyal client base, a team, consistent volumes of enquiries... and now you need to move offices. The challenge:

- Move office with minimum telephony interruption. All calls needed to be answered. No enquiry or client query could be missed.
- Track efficiency and inbound call activity levels via MI reporting.
- Create a disaster recovery plan, so calls could still be answered in a range of scenarios.
- Increase response time to clients.

We provided a 3CX telephony solution which was put in place to provide a service well-suited to the demands of the recruitment industry. This allowed staff to call from their hard phone, soft phone or mobiles via the 3CX app and programmatically forward the out of hours telephone number to a specific person on call.

Benefits

Fresh Horticultural Careers can now...

- Improve staff productivity and accuracy regarding telephony usage.
- Use reporting systems to inform decisions on staffing and expansion.
- Serve their clients better by keeping communication active and enquiries incoming, even in a disaster recovery scenario, thanks to completely flexible routing of calls.
- Improve missed call rates, customer service and visibility, thanks to an online system showing availability.