

Cresta World Travel: PSU's expertise ensure hassle-free office move and upgrade

Cresta World Travel is a full service travel management company which offers a bespoke service to both businesses and the public for worldwide flights, hotels, train tickets, car hire, passports and visas. Founded in 1969, the company's longevity and independence is the key to its outstanding reputation and award winning approach to customer care.

PSU Technology Group (PSU) took over the maintenance of Cresta World Travel's Inter-Tel Axxess telephone system in late 2009, when the company were looking for assistance with relocating their Enfield office; home to the Jetset Flights arm of the business.

The company's contract with their then current telephone system supplier and maintainer was due for renewal and they had been experiencing some problems with their equipment.

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OVERVIEW

CRESTA WORLD

www.crestaworldtravel.co.uk

Customer profile

- Full service travel management company
- Established in 1969
- Headquartered in Altrincham, Cheshire with office in Enfield, Greater London

Why PSU Technology Group?

- Inter-Tel and Mitel specialists
- Shared passion for customer-centric service

Benefits

- Critical fix of multiple issues with Inter-Tel Axxess telephone system
- Hassle-free office relocation
- Latest VoIP technology
- Enabled employee home working
- 60% annual cost saving compared to previous supplier

James Serjeant, IT Manager, said; "Our telephony generally functioned OK, but there were one or two underlying issues which our previous supplier was unfortunately unable to resolve."

Tight timescales

The issues came at a difficult time with an impending office move and the IT team had major concerns about the timescales involved.

"We'd reached the stage where a lot of confidence was missing in our supplier and we were beginning to become concerned about the pending office relocation and the kit working as it should."

Cresta World Travel approached PSU and explained the problems they were experiencing and were impressed by how well the team knew the Inter-Tel Axxess telephone system.

"We had a chat and it quickly became clear that PSU knew the kit inside out and, once onboard, the engineers were able to come up with some quick workarounds ahead of our relocation."

The office move, in early February 2010, was a resounding success, and PSU's engineers worked to ensure that the legacy system continued to work as efficiently as possible in its new space.

"The relocation went perfectly. Although we were only effectively moving 20 metres, in terms of the work involved, it could have been 20 miles. However, the in-depth planning beforehand ensured that there were no problems at all."

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JAMES SERJEANT

IT Manager

Cresta World Travel



Roll-out of latest Mitel 5000 VoIP technology

Ten months on from the move, Cresta World Travel asked PSU to carry out a complete telephone system upgrade from the Inter-Tel Axxess to the latest Mitel 5000 technology, with the multiple benefits of VoIP telephony.

James said; "The upgrade has meant that we're now fully home-worker capable, which will enable flexibility in the call centre, with greater access to our work force in peak booking periods. The upgrade has also meant we're no longer reliant upon multiple legacy components which has therefore increased resiliency".

Cresta World Travel were also able to lower their hardware and associated maintenance costs, due to the reduction in equipment.

Telephone maintenance costs reduced by 60%

The combination of moving maintenance support, together with the savings associated with the system upgrade, has meant that Cresta World Travel is now saving 60% on its telephone maintenance costs.

The company has been so impressed with the savings achieved that they are looking to upgrade the telephone system at their Altrincham head office in the near future. This will further reduce the dependency on legacy hardware as well as the costs associated with site to site calls. ■

"The upgrade has meant that we're now fully home-worker capable."

JAMES SERJEANT

IT Manager

Cresta World Travel

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