

Communio Networks turn to Crane Telecommunications for specialist technical support

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Andy Turner – Technical Director, Communio

Communio Networks was originally established in 1923 as Shipton Communications, later becoming DeTeWe after being acquired by Deutsche Telephonwerke AG & Co KG of Berlin in 1986. The company rebranded as Communio in 2006, a name which stands for the ‘union of community through communications’.

Communio manages the unique requirements of more than 250,000 corporate customers and is focused on maintaining their vital corporate communications systems, networks and remote offices, home based workers, mobile workers and overall telecommunications infrastructure. This is achieved via a nationwide team of Technical Account Managers and Business Account Managers, supported by a dedicated team of ‘customer champions’ in the back office.

As a long-standing Avaya partner, Communio work closely with Crane to deliver a very high level of service to their customers, with particular focus on the Avaya Communications Manager (ACM). Andy Turner, Technical Director for Communio explains further:

“We do have an excellent level of technical skill in house, but the Avaya Communications Manager is a very complicated sale and a very complex piece of equipment. As such, we find that there are times when we need that extra level of specialist skill when it comes to installation. Being able to call on Crane Services at those times is ideal for us. They are very professional and they always come up with the goods.”

Communio have recently been involved in a very complex ACM installation which also involved some sophisticated call centre requirements. Crane were able to support them effectively during this project, thus ensuring that the client was totally satisfied - and as a result they are now in discussions regarding a second site. Andy continues:

“We used Crane for pre-staging services, to set everything up in their labs at Burgess Hill to ensure a trouble-free installation on site – and we also used their Specialist Professional Services to assist us in planning and carrying out the installation. The customer was extremely happy and we will definitely work with Crane again for the next phase of the project.”

In addition to ACM installations, Communio also use Crane services to provide maintenance support to their more remote customer sites. Whilst Communio do focus their sales activity on London and the M1 corridor, they often have clients where the head office falls within this territory, but other sites can be anywhere in the UK. As it is not financially practical to have a full nationwide engineering resource to support these sites, it is ideal for Andy to be able to call upon Crane to provide maintenance support to these locations. Andy concludes:

“ACM engineers do not come cheap, so from our point of view it’s ideal to have access to Crane services for these customers, so that we do not have to invest valuable resources to support what is a relatively small number of more remote sites. However, the maintenance contract always remains with us and we always act as a central point of contact and responsibility for these customers. They do generally know that support is being provided by a third party, but we never mind telling our customers this as we are so confident in the service which Crane provides.

It’s also useful to be able to access extra support on an ad hoc basis, for example when we have a number of engineers on a training course or something like that. It’s great to be able to have the confidence in Crane. It means that we can sell any solution, however complex, secure in the knowledge that their support and expertise is at hand should we need it.”