

## ABOUT FABER MAUNSELL

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[www.fabermaunsell.com](http://www.fabermaunsell.com)

## CUSTOMER NEEDS

- Cost-effective IP infrastructure
- Ability to retain existing components and migrate gradually
- New flexible working capabilities to attract staff
- Centralized, detailed reporting and management

*“Traditional PBX technology is now becoming arcane and we were keen to avoid pouring money into a system that would be redundant in a few years. Mitel enables us to make the most of our existing assets, while providing a future-proof solution. Having already had experience with Mitel products, we knew that it is the most robust, reliable solution we could choose.”*

– Lorne de Ste Croix, IT Director,  
Faber Maunsell



## Faber Maunsell Engineers Migration to Mitel IP Solution

Faber Maunsell is one of the top consulting firms for building, transportation and environmental projects. With 33 offices and 2,800 employees around Europe, the company has grown rapidly through a combination of organic growth and mergers and acquisitions. Part of the global AECOM Technology Corporation, Faber Maunsell is committed to providing excellence in every service it provides, and having robust, future-proof systems are part of that strategy.

### Coping with Change

Faber Maunsell has been through a challenging time in recent years, having to cope with the merger of two large companies with totally contrasting IT systems. In addition to completing a technology refresh from Unix® to Microsoft® within eight months of the merger, the Faber Maunsell IT team was faced with the management of two different telephony and networking systems – Mitel® and Cisco®.

Led by IT Director, Lorne de Ste Croix, Faber Maunsell conducted an extensive cost analysis to decide which telephony system to choose as standard. Having recognized that it was neither practical nor cost effective to maintain two different systems, the team also had to justify any investment decision to the board.

“We had no choice but to replace one of our existing telephony partners and investigated the alternatives with both. The solution Cisco presented would have been extremely expensive to put into every office and involved ripping out all the existing Mitel kit. Mitel on the other hand offered a smooth migration path that was far more cost-effective both in the short and long term,” said Lorne de Ste Croix, IT Director at Faber Maunsell.

### Setting a New Standard

Faber Maunsell has set an organization-wide standard to have a Mitel 3300 IP Communications Platform (ICP) in every office. The benefit of taking this approach is that existing telephony peripherals, such as handsets, can continue to be used and replaced gradually over time. Brand new offices’



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## SOLUTION COMPONENTS

- Mitel 3300 ICP in every office
- Mitel IP phones in all new offices
- Mitel Enterprise Manager

## RESULTS

- Smooth migration from traditional PBX to IP telephony
- Cost savings compared to standardizing on Cisco
- Scope to add new applications quickly and easily
- Greater independence to manage all infrastructure administration in-house

entire infrastructure will now be based on Mitel IP solutions, from applications and phones down to switches and platforms. In time the entire Mitel infrastructure will be managed centrally from Faber Maunsell's head office in St. Albans, England, using the Mitel Enterprise Manager.

De Ste Croix, said: "Traditional PBX technology is now becoming arcane and we were keen to avoid pouring money into a system that would be redundant in a few years. Mitel enables us to make the most of our existing assets, while providing a future-proof solution. Having already had experience with Mitel products, we knew that it is the most robust, reliable solution we could choose."

## Constructing the Benefits

Making the most of the IT team's existing Mitel skills was not the only benefit to standardizing on Mitel. The lower cost of transitioning to IP and on-going ownership was also highly appealing to Faber Maunsell.

With office space at a premium, the compactness of the 3300 ICP is also a distinct advantage. Traditional systems tend to be bulky and require dedicated communications rooms, whereas the 3300 ICP simply fits into a rack-mounted network cabinet. The squeeze on space is also being felt on working areas and Faber Maunsell intends to offer flexible working hours and home working, facilitated by Mitel teleworker applications, to counter the space issue and to attract new employees.

"As a services business, our consultants are constantly on the move and often interchange teams, meaning that tracking the right person down can sometimes be a challenge. Mitel's IP communications applications will provide added flexibility for employees to move around while retaining a single point of contact. Greater collaboration across teams will also be achieved through integrated applications, such as secure instant messaging and on-the-fly audio and video conferencing," said de Ste Croix.

Other features that could become increasingly critical to Faber Maunsell are Mitel's extensive reporting and call recording capabilities. Being part of a Sarbanes Oxley-regulated group, having the flexibility to provide accurate and detailed reporting data is often essential for compliance.

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