

## BPP Professional Education Expands With Mitel Networked Business Solution

### CUSTOMER NEEDS

- A communication system to integrate voice, video and data over a number of disparate sites
- To reduce overheads in managing the network and call costs
- To discover new ways of communication to increase efficiency and productivity in the business

### SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel 3340 Branch Office Solution
- Mitel Teleworker Solution
- Mitel Voice First Application (Video Conferencing Solution)

### RESULTS

- Huge cost savings on call costs, the management of the network and the retention of existing systems
- Reduction in costs and increase in efficiency and productivity with the installation of videoconferencing
- The ability to add on future applications when required such as: Teleworking, Unified Messaging and Wireless



BPP Professional Education & ITS Associated division was founded in 1976 and is the UK's leading professional education group. BPP Professional Education trains people for the qualifications they need to become business professionals. Thousands of accountants, tax practitioners, lawyers, financial service professionals, marketing practitioners and MBAs have gained their qualifications studying with BPP Professional Education. In fact, the organization trains and publishes more qualifications than any other company in the world.

Training is conducted through e-learning, face-to-face tutoring and distance learning supported by more than 800 professional staff.

In 2004, BPP Professional Education opened five new sites: three in London, one in Manchester and one in Leeds, to add to the 24 existing sites in the UK. Due to this fast growth BPP Professional Education decided to invest in a new communications solution.

Kenrick Cabrera, Group IT Manager stated, "We needed to implement a cost-effective communications system that would integrate all the sites together for voice, video and data, to increase communication efficiency and productivity in the business."

BPP Professional Education selected a Mitel® Networked Business Solution which consisted of the Mitel 3300 Integrated Communications Platform (ICP), Mitel 3340 Branch Office Solution, Mitel Voice First and the Mitel Teleworker Solution plus IP phones.



it's about **YOU**

# Customer Experience

## ➔ BPP Professional Education

### ABOUT BPP PROFESSIONAL EDUCATION

- BPP Professional Education & ITS Associated division was founded in 1976 and is the UK's leading professional Education group.
- BPP Professional Education is the company that trains people for the qualifications they need to become business professionals.

*“The Mitel Networked Business Solution has provided BPP Professional Education the flexibility to grow with the business and add on applications when we need them. The savings that have been made are huge but from our perspective the cost is not just the only important element; we want to improve our employees’ efficiency and ability to communicate and work more effectively. Future developments we are looking at include Unified Messaging and Wireless.”*

**Kenrick Cabrera,**  
Group IT Manager,  
BPP Professional Education

BPP Professional Education’s existing infrastructure consists of a BT MPLS Network for data and a legacy 200 plus Avaya PBX extensions for voice. The Mitel Networked Business Solution enabled BPP Professional Education to have one communications platform for both voice and data instead of two.

Cabrera explains how BPP Professional Education has achieved the return on investment. “The Mitel Networked Business Solution has saved BPP Professional Education a lot of money on call costs; inter-site calls are now free and we have made savings on the reduced management of the network, and of course there is a huge potential saving on retaining our existing systems.”

Historically BPP Professional Education was spending a lot of money on the travel costs of employees attending internal meetings at different sites throughout the UK. The costs included hotel stays, dinner, fuel, and of course, the employees’ time. BPP Professional Education has also installed a videoconferencing solution: the Mitel Voice First, to enable employees to conduct meetings with other BPP Professional Education sites without having to leave their desks, thus saving valuable time and money.

BPP Professional Education is an innovative company that adopts a forward thinking culture for its employees. They already offer working at home as an option to employees to increase work / life balance, and therefore needs to fully support them by providing the necessary technology. The plan is to install the Mitel Teleworker Solution to enable employees to have the same features and functionality that they have in the office, and to have access to the corporate network for both voice and data applications.

Cabrera stated, “The Mitel Networked Business Solution has provided BPP Professional Education the flexibility to grow with the business and add on applications when we need them. The savings that have been made are huge but from our perspective the cost is not just the only important element; we want to improve our employees’ efficiency and ability to communicate and work more effectively. Future developments we are looking at include Unified Messaging and Wireless.”

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