



IP TELECOM

Unified Communications solution for multi-location enterprise



Case Study



About the company

Portwest is an award-winning global manufacturer and distributor of workwear and safetywear. Headquartered in Westport, Ireland, they have extensive facilities in the UK and distribution bases in Poland, Dubai, the US and Australia as well as a manufacturing plant in Bangladesh.

Portwest is an industry leader with 110 years of experience with a heritage of high-quality value and service.





The Challenges

Despite being a dynamic multi-national company, Portwest's communication system was rigid. Every location had its own solution, which hindered the operational agility of the company and led to multiple vendors, support processes and unnecessary complexity in escalating and troubleshooting issues.

This diversity of solutions also resulted in a lack of seamless connection between the company's seven international locations, incurring excessive international calling charges and acting as a barrier to collaboration and connectivity across the company.





The Solution

Having assessed the challenges, IP Telecom worked in close collaboration with Portwest to ensure that their move to unified communications met current and future needs. IP Telecom created a bespoke solution, combined with their IPT Call Centre software, and a rollout process that aligned with Portwest's business planning and objectives. The project started with the successful deployment of the solution to their Manchester office, followed by the company Headquarters in Westport, Ireland.

In tandem with the deployment, IP Telecom carried out staff training allowing admins and users to self-administer the solution. This ensured that in-company resource was fully available as further locations were deployed. In order to fulfil geographic needs, IP Telecom added a point of presence in Australia to ensure optimal voice quality creating for Portwest a truly global unified communications platform.



IPT Hosted Phone



IPT for Call Centres



IPT for Softphones

By migrating to IP Telecom's Hosted PBX, Portwest now benefits from a manageable, flexible communication system that is future-proof and suitable for a multi-location enterprise. As the company can now utilize three-digit extensions across all locations, all previous international call charges for intra-company dialing has been eliminated, reducing costs significantly.

Through the communication unification process, increased collaboration across the organization has taken place, allowing greater connectivity and knowledge sharing. Portwest now has a single, flexible, platform that is self-managed with a unified support structure for all their locations and zero hardware maintenance costs.



Self-Service



Cloud based PBX



Remote enabled



Client Testimonial

“We have been partners with IP Telecom since 2015, and in that time, they have transformed the way our company communicates with our staff and our customers. They provide an excellent solution and even better service. You always feel like you are more than just a customer with IP Telecom, and they will continue to be our communications partner for many years to come”

- Paul Forry, IT Manager





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