

Moving a traditional phone system solution to the cloud, quickly and efficiently!



Jaychem is a well established contract manufacturing company based in East Tamaki. Their 40 staff functioned happily and successfully with their on site business phone system until recently, when the system failed and no parts were readily available for a quick repair.

Every day, Jaychem products are destined for hospitals, pharmacies, homes, veterinary clinics and farms throughout New Zealand and across global markets.

Challenge:

Following the issue with their old PABX, a rapid replacement for their phone system was necessary. Realising that the Hardware was ageing, Jaychem had already gone to market and received several quotes, so were ready to act.

Solution:

Jaychem decided to replicate their existing phone system using Digital Island's cloud based solution, Telepo. With Ultra Fast Broadband (UFB) and existing modern cabling in place, implementing Telepo was straight forward. A mix of Deskphones and App's were installed for office staff, alongside Long Range Cordless phones for the warehouse. Jaychem is now well placed with Telepo, ready to support their future growth.

"We had a system our staff knew how to use, so replicating it was the best solution for us, Digital Island replaced the system and liaised with our external IT provider, overall we found the project ran smoothly"

Paul Jancys
General Manager



Why Digital Island?

Digital Island is one of the leading Cloud Communications and Contact Centre experts in NZ. We help clients successfully navigate their digital transformation journey with the perfect blend of best in breed technology and a superior service experience.

Digital Island*

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