

ethos

Case Study

Butterfield

Unified Communications helped a leading bank upgrade its systems and improve operating efficiency – all while cutting costs

Introduction

Butterfield was established as a private bank over 150 years ago and operates internationally.

150

Years

6

Operating territories

They have always operated on the principle of delivering the highest level of service to their clients.

Protecting and growing their clients wealth is at the heart of the Butterfield service. They design custom-fit solutions across private banking, asset management, advisory, lending and treasury services.

The Client's Challenge

When it comes to business communications, as a leading financial institution, Butterfield has enhanced requirements for security, compliance and reliability.

Before we began working with the Bank, responsibility for their communications infrastructure was divided across the organisation, with a patchwork of providers and suppliers further complicating matters.

Documents

The Bank's print fleet was fragmented and employees were faced with the daunting task of working across a variety of different user interfaces. Due to the variety of manufacturers, there were no common consumables, increasing cost and resulting in inefficient stockpiling.

Like many organisations, the Bank had a range of desktop, Multi-Function (MFDs) and large-scale production devices in play, supported by a range of different providers and suppliers. Managing this network required substantial time from facilities, admin and IT departments.

Voice & Data

Butterfield had a legacy fixed line system in place. Due to the age of the solution, parts were no longer available, software updates were challenging and, as a result, functionality and service were impaired. The bank's fixed and mobile telephony systems had not been twinned, leading to additional costs and, crucially, missed business opportunities. Butterfield employees travel extensively and are very mobile dependent, but their mobile tariffs were not aligned with these requirements.



Client:
Butterfield

Website:
www.butterfieldgroup.com

Client Industry:
Banking

What we deliver:
Unified Communications

Key Results

- > Rationalised print fleet and reduced expenditure on consumables by 20%
- > Increased mobile roaming while reducing costs by 60%
- > Upgraded fixed line capability while reducing costs by 50%
- > Enhanced compliance by introducing automatic call recording, Chinese Walls and secure document release
- > Reduced pressure on IT, admin and facilities departments with a fully managed service across the whole business communication mix
- > Full integration into Butterfields bespoke banking systems

Think Unified
Voice, Documents & Data

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Case Study / **Butterfield**

Our Solution

We assessed Butterfield's business and our audit revealed a range of opportunities to use a Unified Communications approach to improve infrastructure, increase operating efficiency and, at the same time, reduce costs.

Compliance and security are primary considerations in any financial organisation. We introduced secure release 'follow me' and unique identifier cards to ensure document security and a full audit trail.

Documents

We rationalised the MFD and desktop fleet to ensure a common interface across all devices and repositioned units in strategic positions, helping reinforce the Bank's Chinese Walls.

Voice & Data

By moving Butterfield to the latest Mitel PBX, we were able to offer the Bank the very latest Voice solutions – for example, the ability to twin their mobile and fixed lines so that all the features of the fixed line service are replicated on the Bank's mobile devices. By integrating Mitel, we are able to deliver additional functionality and enable regular hardware and software updates as part of the managed service.

The Results of a Unified Approach

Documents

Our Managed Print Service ensures real time, proactive support and has dramatically reduced the demands on the IT, facilities and admin departments as well as expenditure on consumables by 20%.

Voice & Data

Fixed line costs have been reduced by 50%, while automatic call record ensures the highest standard of compliance. We analysed the Bank's mobile bills and moved them to a bespoke contract that suits their requirements.

Their new contract facilitates increased international roaming and has reduced the Bank's total mobile expenditure by 60%.

“ Ethos is like part of our extended team. They took the time to understand not only how Butterfield operates but also how we think. The communications solutions they deliver allow us to operate efficiently and most importantly, leaves us free to focus on our clients. ”

Executive Officer, **Butterfield**



Quote Code:
MYFREEROI

Free ROI Consultation?

Ask one of our representatives today:

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Email: myfreeROI@ethos.co.uk

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