

CASE STUDY: Flexible working with Citrix and VoIP



At a Glance

Company: Quantum PLC
Location: Midlands & London
Business: Insurance Services
Employees: 10

Problems

- Working from multiple locations
- Maintaining a single point of contact for clients
- Desire to offer flexible working for staff
- Flexibility and resilience

Solutions

- Citrix Access Essentials
- Hosted VoIP PBX
- Project Management Services

Benefits

- Web login for all users, regardless of location
- Single server holding all company data and database
- Single phone system for all users, regardless of location
- Reduced telephony costs while increasing functionality



Solution Advisor

The Company

Quantum is a niche insurance business that specialises in protecting the personal assets of affluent clients and their families across Europe and North America.

With offices in Solihull (West Midlands) and Mayfair Quantum was founded in 2004 and have built a business that combines advice, market leading products and unrivalled service.

The Problem

Quantum needed to ensure that it operated with reliable IT solutions that provided flexibility going forward. As Quantum grew, the need to add new staff increased and the easier this was the better. Moreover, the company soon had offices in London and needed a way to work seamlessly in either location on the company's core database, CARDS.

Combined with IT, a need existed for an integrated telecoms solution which could be used in either location. Existing solutions had been explored but they were prohibitively expensive for a growing SME.

The Solution

Abussi implemented a Citrix platform which offers the ability for home workers to login via a branded web page either locally or remotely, thus providing seamless access. The server is linked to the main CARDS database and so regardless of geographical location, any user can work as if based at the HQ office.

A Hosted VoIP PBX was also supplied which offers a fully featured phone system to be connected to from any location using an internet connection. Calls into Quantum are routed to the HQ location, with the client facing team provided with DDI number. Calls can also be transferred to any other handset on the system regardless of location.

"..Abussi has worked with Quantum since it launched in 2004 and their professionalism and service delivery has been impeccable throughout that period.

I fully endorse the Citrix and VoIP platforms that they have designed and delivered for us and have no doubt that our consistently reliable IT has been a serious contributor to our perennial growth and success.."

Lee Rhodes, MD, Quantum Underwriting Solutions Plc



Abussi Ltd. provides small and medium businesses with the high level of IT support larger companies enjoy, without the high level of investment. Instead of employing an expensive in-house IT department, Abussi partners gain unlimited support from an entire staff of qualified experts.

Our solutions will save you money, decrease downtime and allow you to focus on what matters most – your business.