Kirk IT

CUSTOMER SUCCESS STORIES

Mitel

Government Office Stays Connected and Boosts Productivity with Softphones

When the COVID-19 pandemic struck, the Facilities Management Department of the Cayman Islands Government needed to stay connected. It was vital for staff to have access to the same communication system while working from home as they did while in the office. Putting Kirk IT telephony solutions to work, they seamlessly migrated to a softphone system, allowing staff to stay connected across multiple devices and keeping operations running smoothly.

"Kirk IT played a vital role in helping our office transition to remote working. Our softphone deployment went smoothly, and their support has been great. I would recommend them to anyone thinking about remote work solutions."

Cayman Islands Government – Facilities Management Department

The Challenge

The existing telephony solution was designed for physical desktop devices operating within a physical office location only. Without remote working capabilities, the client faced a breakdown in communications which would severely limit their ability to serve the public at a critical time.

Kirk IT Approach

Working with the customer's IT and infrastructure teams, Kirk IT created a plan to migrate the entire user base to softphone clients. This would allow staff to communicate remotely on a variety of devices while enabling secure access to the internal telephony systems.

The Solution

Using Mitel's MiCollab, Kirk IT successfully migrated every user to a softphone, allowing staff to make and receive calls from virtually anywhere. By pairing MiCollab with the office's internal desk phones, Kirk IT provided the flexibility to use either a softphone or desk phone via a single telephone number. All call history, contacts and voicemail are synced between devices and users can control which device receives calls based on the device they are currently using.

Learn more about communications solutions offered by Kirk IT:

https://www.kirk-it.ky/business-telephony/

Cayman Islands Government

Solution Area: Collaboration & Productivity

Sector: Government

Vision:

Seamless communication across devices and locations, supported by world-class expertise.

Strategy:

Deploy softphones for staff working from remote locations, delivering a unified user experience with minimal onboarding or training required.

Outcomes:

- Staff can now connect with team members and the public whether in the office or working remotely.
- Scalable communications solution thanks to easy provisioning of new users.
- Cross-device functionality for desk phone, mobile or PC devices.