



Case Study Wesfarmers Energy



Advise

Integrate

Manage

As part of an impending office relocation, Wesfarmers Energy was looking to enhance or replace their ageing phone system with an integrated, user-friendly and cost-effective solution.



About Wesfarmers Energy

Wesfarmers Energy is part of Wesfarmers Ltd, one of Australia's largest public companies. Wesfarmers Energy is made up of three coal and three gas businesses and a power business all of which are supported by numerous facilities. The Company's gas and power business includes Wesfarmers Kleenheat Gas, the distributor and marketer of LPG; Wesfarmers LPG, the producer of the LPG and enGen who provide power generation for regional areas. The Company also has a 40 percent interest in Air Liquide WA who is involved in industrial and medical gas production.

The Challenge

Ageing phone system and Telephony Integration

As part of a forthcoming office relocation, Wesfarmers Energy were exploring ways to enhance or replace their ageing phone system with the objective of finding a more cost-effective telephony solution that would smoothly integrate with their Business Systems.

The key challenges facing the Company were:

1. Replacing their existing Contact Centre and Interactive Voice Response applications
2. Providing a solid infrastructure for rapid expansion of voice and data services within the Wesfarmers Energy business lines
3. Phasing out high maintenance legacy PABX infrastructure
4. Integration of telephony usage with industry standard desktop applications
5. Urgent deployment requirements – the entire solution had to be procured configured and installed to meet Wesfarmers Energy's relocation deadlines.

The Solution

Cisco IP Telephony

L7 Integration Services was able to respond rapidly and effectively to Wesfarmers' requirements. By proposing a combined Cisco IP telephony and IPFX Call Center, IVR and Computer Telephony Integration (CTI) L7 Integration Services offered the ideal solution. L7's proven experience and disciplined project management ensured all project deliverables and deadlines were met.

L7's successful collaboration with Wesfarmers Energy ensured the initial objectives were met with the resulting optimum business benefits being lower administration costs, increased productivity and improved systems functionality.

Wesfarmers Energy

"L7's professional approach and structured Project Management methodology gave us confidence that the project would be delivered within a fixed timeframe and within budget. As a result, staff arrived at the new office with all systems - including the new IP Tel telephone network - working perfectly."

Bill Advic, IT MANAGER, Wesfarmers Energy Ltd