XERETEC'S EVOLUTION
TO CLOUD TELEPHONY

"At Xeretec we're used to crunching numbers and helping fill the blanks to make business cases stand up in front of CFOs, CIOs and every other type of CXO. We do that every day. And we can help you do it, too"

Steve Hawkins, Chief Executive, Xeretec

SETTING THE SCENE

In today's world, firms waste billions (£) on empty offices, outdated hardware consumes untold cash, and legacy phone systems and networks leave backdoors open to hackers. By moving over to cloud telephony and Unified Communications as a Service (UCaaS), businesses can help alleviate these pressures.

After years of acquisitions and change spurred on by the COVID-19 pandemic, it was time for Xeretec to explore UCaaS to accommodate mobility and home working. Forced office closures and staff working from home initially disrupted operations as there was a lack of ability to transfer calls and the need to resort to mobiles led to workarounds and dependence on voicemails; particularly limiting when it came to help-desk responses. With ISDN going end of service life in December 2025, and in a world where hybrid working is the new normal, Xeretec was attracted by possible benefits of UCaaS from 8x8:

THE OUTCOMES

30%
savings in TCO over 3 years

40%
reduction in global dialling costs

50%
drop in rental and calls

0%
new spend on hardware

25%
productivity rise for connected staff (McKinsey)

50%
improvement in support agent effectiveness (Aberdeen)

THE CHALLENGES

> Disparate systems, lines, phones, and service providers making it hard to track total spend and manage runaway contract costs

> Unnecessary dial-out costs incurred when inbound calls were being transferred back out to staff mobile phones, home numbers, and premium services

> Inability to transfer calls internally between all offices, resulting in costly PSTN usage

> Data siloes and patchy hardware from historic acquisitions, potentially impacting customer service

> Varying Microsoft Teams call plans for different users, leading to sub-optimal tariffs

> Lack of visibility on the number of calls being made, coming into the business, left unanswered and response time statistics

SOLUTION

8x8

8x8 Voice and Contact Centre with Integrations to ServiceNow, Salesforce and Microsoft Teams

CREATING A BUSINESS CASE

> "All Xeretec projects begin with a business case. That way we're quick off the blocks as everything's in position and planned down to the last detail"

Steve Hawkins, Chief Executive, Xeretec

With this logic in mind, Xeretec built a business case, revealing positive and quantifiable outcomes that would be adopted if they were to deploy 8x8. The opportunity was to introduce full telephony facilities for on-net dialling and call transfer across Xeretec offices in Aberdeen, Dublin, Inverness, Glasgow, Portsmouth, Warrington, and its headquarters in Wokingham, allowing the business to work as a single joined-up entity.

8X8 FOR XERETEC

Following the deployment of 8x8, Xeretec saw a positive impact in each of the 5 key areas important to most organisations today:

Cost | Risk | Environment | Productivity | Experience

COST:

Xeretec revealed a **42.6%** cost reduction when comparing current spend to the new 8x8 solution over a 36 month period

Multiple supplier charges were consolidated into just one monthly bill, flexible phone tariffs were tailored to individual requirements. Future telephony costs for potential new office openings or M&A ventures were also eliminated.

RISK:

Security improvements, compliance enhancements, and better business continuity are other benefits Xeretec experienced when deploying 8x8.

The presence of multiple 8x8 data centres for rerouting globally provides industry leading **99.999%** service availability

The 8x8 platform is also centrally patched in the cloud ensuring up-to date protection from DDoS (distributed denial-of-service) and other cyber threats. Other security provisions include per user settings with controlled access via a central admin console, end-to-end data and voice encryption with 24/7 monitoring plus legacy server or network backdoors being permanently shut. Furthermore, the necessity to provide personal mobile numbers is gone, removing the risk of staff taking data with them if they leave the business.

ENVIRONMENT:

Providing real time telephony for all staff delivered to their PC, mobile phone or other handset has meant staff do not need to travel into city centres or offices to receive and manage calls, therefore reducing the carbon footprint of the operation.

PRODUCTIVITY:

No more restrictions of staff being tied to their desks as employees become contactable wherever they are working with a 'follow me number'. This also allows Xeretec to recruit from a wider talent pool with no locational requirements or unnecessary commuting.

With detailed and real time analytics offering visibility of wait times, dropped calls, connections and talk time, calls into and out of the business are measured. Not only does this allow for dynamic resource allocation, but it also allows managers to access and support their team's activity when they are working remotely.

EXPERIENCE:

Customers can now enjoy improved customer service and quicker problem resolution, as subject matter experts from across the business can easily be transferred or dialled in to conference calls, anytime and from anywhere.

More informed conversations can take place with customers, as the integration of ServiceNow and Salesforce applications offers support agents background information on callers and the ability to record interactions to the CRM without manual rekeying. All whilst staff can enjoy enhanced global telephony capabilities through the familiar Microsoft Teams interface, removing the need for extensive training or adopting new practices.
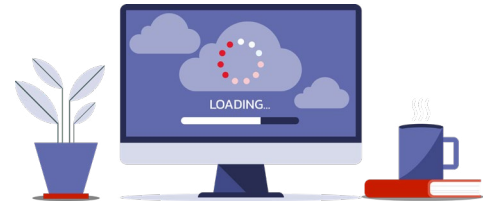
"The variety of deep-level plug-ins available with 8x8 means further value can be added to many other IT investments such as Salesforce or ServiceNow, bringing a huge advantage for our employees and customers"

Steve Hawkins, Chief Executive, Xeretec

XERETEC HAVEN'T LOOKED BACK

After seeing the value 8x8 can provide our customers, it quickly became obvious that it was a solution we should consider deploying ourselves. After some internal discussions, we did exactly that. Our staff can now answer calls and have all the information about our clients at their fingertips. 8x8 has enabled us to provide this service and therefore a better experience to our customers" Steve Hawkins concludes.

It is safe to say, Xeretec have never looked back, and are able to advise customers with full transparency since rolling out the solution too.

Xeretec IT Works

XERETEC
ABOUT US

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.