



CASE STUDY - PHARMACEUTICAL

MATCHLAND

Comscentre matches Matchland with VoIP wireless technology

Background

Matchland trades as New Products Development (NPD) - an Australian manufacturer of complementary healthcare medicines, preparing, manufacturing, packaging and distributing products to pharmacies, supermarkets and practitioners Australia-wide. The Matchland warehouse and Matchland processing plant were inconveniently located a kilometre apart, each with a separate phone system. Lack of proximity meant communicating between sites was a costly exercise, an expense that was often conducted via mobile. To keep telephony costs down, the Comscentre solution was - install a wireless IP solution. This meant a single phone system could now operate across both buildings with staff using an extension number to contact colleagues.

Ian Chant - Operations Manager - Matchland

The remote facility now seems so close; the tyranny of distance has disappeared.

Ben Shipley - Managing Manager - Comscentre

It also meant they would comply with the Australian regulations for the production of pharmaceutical products because there were no added wires. This meant real savings for the business in deployment and management..

Solution

The Comscentre team site survey confirmed a line of sight between the facilities that allowed for the installation of wireless technology, site to site. With Comscentre deploying wireless handsets and wireless access points throughout the company, staff were able to work across sites and enable communication between laboratory or factory floor.

Ian Chant - Operations Manager - Matchland

Staff in our warehouse are not desk-bound and tend to move about a lot, so we gave them wireless handsets. Our people could be in the warehouse with something that looked like a mobile phone but had all the functionality of an office phone. Staff can ring internally or externally from this wireless handset, but the majority of calls were of an internal nature.

As well as a new telephony system, Matchland also had data needs.

Staff in our warehouse needed access to a reliable computer system for product distribution (sending invoices, delivery dockets etc). So this is now done wirelessly through the same system. The other advantage is we have lots of wireless access points within our facility, which means we can also wirelessly link into our data system on our laptops from anywhere in the building.

As a result of the Comscentre wireless solution mobility was also improved. When moving office, for example, there is no need for rewiring, staff simply pick up a handset and move.

Results

Installing the new system has enhanced productivity and seen telephony costs almost halved.

Ian Chant - Operations Manager - Matchland

Because our previous phone system was so archaic, functionality has greatly improved. Functions that were not readily available now are such as conference calls or even the ability to leave messages or divert calls. Considering the rental cost of the new system plus the cost of the calls, we are still miles ahead of where we were. Our call costs alone are 40 per cent less.

Matchland also anticipates opportunity for further developing the wireless technology.

We have the right partner for the future, a platform for growth and a blueprint for embracing new technology. Partnering with Comscentre has been a significant leap forward and we have not looked back.

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