



## The Essence of Partnership

essensys makes Nuvias UC an essential partner to build its future-proof, new hosted Unified Communications (UC) platform

### About

Established in 2006, essensys provides the ultimate IT and telecoms service for flexible workspace environments on which landlords and their clients can depend.

The essensys offering makes IT and telecoms easy for business centre operators to understand and manage as well as being user-friendly for tenants. All services are available online and on-demand via a simple-to-use interface, making the tenant lifecycle incredibly straight-forward to manage.

All of the communication services offered by essensys have been specifically designed to meet the continually changing demands of multiple-occupancy locations. Since tenants requirements can vary from day-to-day or week-to-week, a flexible, scalable and highly responsive service is critical. In response to these end-user needs, essensys has created a unique, elastic service model that is truly pay-as-you-go.

The uncompromising essensys vision, for the future of IT and telecoms in the business centre industry, has already been proven to increase Revenue per Occupied Workstation (REVPOW), drive up customer satisfaction and reduce service management headaches.

### Challenges

In order to deliver an enhanced suite of services to some new, large, strategic customers, essensys wanted to build and deploy a new hosted telephony platform. Before being introduced to Nuvias UC, a number of potential options had already been investigated.

"We were clear from the outset about what we wanted. The question was, who are we going to work with to make it happen?"

Our previous experiences working with other suppliers had been quite mixed, so I remember that the meeting with Nuvias UC was quite refreshing, as they were obviously highly proficient in Cloud Telephony," said Mark Furness, CEO of essensys Ltd.

"Not only did we need the new platform to be deployed quickly, we also needed to be certain that our own service management user interface (JEFF) would be seamlessly and completely integrated into the new platform." added Furness.



## Solution

Soon afterwards, essensys contracted with Nuvias UC to build the platform according to the agreed design specification. In doing so, essensys was able to focus its efforts on continuing to develop the market-leading JEFF software, which had fast become a fundamentally unique part of the overall essensys experience. According to Furness "with the contractual arrangement in place, Nuvias UC took complete ownership of the deployment. The quality of the engineering was as high as we'd been led to expect from those early meetings and we were delighted with their performance throughout the project."

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"It became clear to us that Nuvias UC had already anticipated what we would need as the platform evolved and that we could confidently rely on them to extend those capabilities with the same level of support and expertise."

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Furness continued by acknowledging that the growing business relationship between essensys and Nuvias UC was quickly reinforced by the outcome of this project and had prompted essensys to look to Nuvias UC for further products and services that would deliver similar growth." concluded Furness.

"We wanted to provide call recording as part of our service offering and having already done this elsewhere, Nuvias UC was quickly able to deliver a proven and cost-effective solution." Nuvias UC also supplies the majority of our customer premise equipment (CPE) so they genuinely support us right across our network, from edge to core. This is definitely a relationship for the long term." concluded Furness.