



## OPERATE YOUR BUSINESS FROM ANYWHERE

### Project Scope

To provide an internet and voice solution, that allows all members of staff to work from their home office locations in regional QLD

### THE PROBLEM

1. Five home based administration staff sharing the responsibility for incoming calls.
2. Internet speed and reliability issues with NBN/ADSL services in regional locations

### THE SOLUTION

1. OCB's Broadsoft hosted phone system installed at base and all team members locations
2. OCB's business grade internet installed in key locations



Owner and Director Linda Delamotte said,  
"I was thrilled that OCB were able to offer their service at my new location! Having used their service in Buderim, the transition was seamless and adding voice services to our package has increased savings even more! These solutions are key to enabling my business to continue to expand."

### THE BENEFITS

1. Ability to work remotely has increased by 300% as demonstrated by the number of mobile calls increasing three-fold.
2. Despite a significant increase in the usage of calls to mobiles - cheaper call costs overall kept their voice bill the same.
2. Team members given visibility of calls to all colleagues regardless of location
3. Resiliency and redundancy; if one team member loses connectivity or is out of office, the calls flow to the rest of the team
4. Flexibility and scalability; (a). The voice solution can be used anywhere with an internet connection, (b). Team members can work from anywhere with an internet connection, (c). New users can be implemented quickly and effortlessly, (d). Anyone can amend call flows; no charges from the telco for minor amendments
5. Local technical support and Queensland based support team

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