



Awards:



Wharf T&T

Strictly Business
Newsletter
2013 Vol.1



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Corporate News

Unveil a New Look



Customer Highlight

POSH Enhances Organisational Agility with Wharf T&T IP Office Communications



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- Caring Company 2008-2013
- Hong Kong Business High-Flyers Awards 2012
- LOOP Gold Label
- The 13th Capital Outstanding Enterprise Awards
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Product Highlight

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POSH Enhances Organisational Agility with Wharf T&T IP Office Communications



A HermanMiller Company



Industry:	Retail
Challenge:	The legacy voice communications system could not be integrated with other systems that created a barrier to connecting with other work environments, thus affecting efficiency in the workplace
Solution:	Wharf T&T Fibre Business Broadband and secured WAN connection were deployed at POSH's head office, retail outlets and warehouse, all connected by the Avaya IP Office communications system. Structured cabling and office infrastructure solutions were deployed in POSH Showroom
Result:	Enhanced internal communications with secure VPN connection. Improved cross-division communications. Massive savings on travelling time and costs

In today's business world where workspaces are becoming collaborative in a more integrated environment and information needs are being shared simultaneously, modern office furniture design should be able to optimise work efficiency while maintaining mobile connectivity and environmental sustainability. POSH Office Systems (HK) Limited (POSH) is a contemporary office furnishing manufacturer and designer that recently upgraded its business voice system to improve internal communications between teams so that staff is empowered and collaboration

is strengthened to serve customers by "Better Design, Better Environment".

By embracing creativity in office furniture design, POSH has become a leading office solution manufacturer and designer providing state-of-the-art design and grade-A office furniture to business customers. "We have an extensive retail network spreading over the territory, supported by our own manufacturing base in Dongguan, China. Close cooperation between retail

outlets, factory, and head office is essential in managing inventory and handling special requests from customers. As the legacy business voice service was not able to integrate with other systems, it created a barrier to a co-operative work environment and made communications ineffective," said Mr. Simon Chan, Head of IT of POSH. "In order to increase work efficiency and shorten travelling time, a reliable communications partner who can offer communication mobility and system relocation convenience to tighten multi-office communications is required. Of all the proposals, Wharf T&T's solution was the most suitable and cost-effective."

To upgrade communication capability, increase work productivity, and improve cost efficiency across the company, Wharf T&T deployed Avaya IP Office unified communication solution at POSH's premises. "The system comes with a 'softphone' installed on the laptop, our senior managers are frequent travellers and can now maintain close contact with customers, colleagues, and partners using the Avaya IP Office system. Through a secure VPN connection accessing the office phone number for business communications, we are now able to enjoy massive saving on IDD charges," said Simon.

Cross-division communications have been significantly improved by using the Conference Bridge function. Physical travelling to head office for regular sales meeting is greatly reduced with massive savings on time and costs.

Structured cabling with secure business fibre broadband connecting POSH's retail outlets distributed around Hong Kong has been installed. Moreover, a dedicated data connection between head

office and the warehouse has been deployed for secure data transmission.

"Successful customer engagement and unparalleled service quality is key to winning customer mindshare. Wharf T&T is committed to serving business customers with enterprise-grade communications solutions and strong industry knowhow, and we both coincidentally share the same business philosophy in being dedicated to addressing customer needs," said Simon. "Managing office relocation involves excellent coordination between various parties such as architects, interior designers as well as electrical, mechanical, and general contractors. We are impressed with Wharf T&T's high-performance flexible team with strong project management capability, and they are able to deploy IP communications systems within a tight timeframe. Wharf T&T is able to respond to our requirement quickly with insightful advice and effective solutions so that technical issues can be solved quickly. Mutual trust has gradually developed between us."

In addition to a unified communications service, Wharf T&T also provided office infrastructure and cabling solutions for POSH's recently opened Showroom in Quarry Bay. "Wharf T&T is a one-stop-shop service provider addressing our needs in both office infrastructure and voice communications, giving us full support anytime," added Simon.

Since its business integration with Herman Miller in 2011, POSH has been growing stronger than ever with strengthened network and exposure. The successful deployment of an IP Office communications system in POSH's Hong Kong office is the best practice for worldwide ICT system upgrade and deployment.