

Knowall Case Study

Meet Recruitment

Meet Recruitment uses Swyx to increase productivity and support members globally

Background

Operating from London, Berlin, New York, Chicago and San Francisco; Meet has quickly established itself as one of the very best recruitment agencies working in the life sciences industry.

"It's pretty simple – we practice what we preach. We have recruited what we believe to be one of the best, most talented teams around: people that genuinely love what they do.

The result is a deserved reputation for excellence, an award-winning attitude and – most importantly – extremely happy customers. Our client retention rate alone speaks to level of satisfaction we provide, and candidates tell us they feel both supported and empowered as we help them further their careers."

Swyx

Swyx is an award winning VoIP phone system. It can be set up as a traditional phone system with handsets on desk connected to a switch or it can be fully integrated with your IT network with a soft phone on each PC connected to USB headsets or handsets. In our opinion Swyx is the most forward thinking phone system on the market.

Some of the key Swyx benefits are as follows:

- Recruiters can dial numbers directly from their computer screen – no need to manually punch in numbers on handset keypad anymore
- Staff can make and receive calls from any location as if they are in the office
- Integrates with Outlook contacts and recruitment software such as Bullhorn, to allow click to dial
- Free calling from international venues to the office – mobile wifi
- Swyx allows for easy expansion, as the future-proof communication platform is constantly updated and upgraded
- Costs of telephone lines and call charges are reduced
- Calls are never missed through routing calls to different numbers or departments when needed

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- Calls are never missed through routing calls to different numbers or departments when needed
- It's rich presence allows companies to internally view which staff members are available to call, or currently busy
- Synchronisation with mobile phones means employees are not tied to the office – parallel calling and transfer calls between mobile and Swyx
- The unique Swyx skin concept allows user interfaces to be easily changed, depending on the individuals requirements of their workstation
- Callers are always identified on incoming calls

Key Challenges

- Providing an affordably priced communication system so Meet can grow internationally.
- Integrating a unified communication system with CRM.
- Building a phone system that has rich presence and provides the ability to instant message, conference call, view call statistics, and create real time reports.

Solution

Meet decided that Swyx unified communications hosted by Knowall IT met all their requirements, and further exceeded their expectations with features they hadn't previously considered. Meet are now reaping the benefits having rolled Swyx out to all 100 members of staff across the world.

Having offices in locations throughout the globe, the flexible Swyx solution provides Meet with central management where all users are together in one useable interface, global phone books, and the use of existing data connections for free calls. Now all offices across the world are connected as if they were in the same building.

Swyx has hugely increased Meet's productivity through integration with their CRM, this has enabled them to quickly dial numbers on screen, rather than having to manually type numbers on a traditional handset.

Meet are also now able to display international numbers on outbound calls, which has allowed them to access markets across the world where they might not necessarily have a physical presence on the ground. They have also reduced call costs through routing international calls via multiple call carriers.

The rich presence provided by Swyx allows Meet to view which staff members are online, on the phone or away from their machine. With call reporting and statistics (the ability to display wallboards) Meet are also able to drill down into staff productivity and ensure targets are being met.

