



Case Study

Voyager's Cloud PBX frees employees to work flexibly

Two very different Kiwi companies, one same goal: save costs and promote flexible working for our employees.

Find out how and why Amare Safety and AbleOwl chose to switch to a cloud PBX to help them achieve their goals.

Amare Safety, a provider of safety and protective clothing throughout New Zealand and Australia, is in the process of rolling out fibre across all of their six NZ retail stores.

General Manager for Amare Safety, John White, said: "We host our phone and our business software in the cloud, so a dependable internet connection is crucial to supporting these business functions. We've expanded from one to six stores over the past six years, and rolling out fibre with each new location is now standard practice. Everything in business is now instantaneous, and fibre enables us to provide an instant service to our customers and meet their expectations, whether that's processing online orders or answering customer calls."

Commenting on the business drivers for moving to a cloud PBX solution, John said: "Initially it was the cost. The capex involved in setting up a phone system on copper was enormous. The continued advantage for us is efficiency, our Information Systems Managers can focus on business projects which drive revenue, and not spend their time maintaining an archaic phone system. We have six retail sites and a warehouse, but with a cloud PBX, it feels like just having one site."

Amare Safety chose to partner with Voyager for their fibre and voice services. John said: "We've got a long-standing relationship with Voyager, they transitioned us from copper to fibre at our first site six years ago, and now they're always involved with each new store roll out. Voyager has got to be one of our best suppliers, mainly because I never have to contact them about BAU, everything just works!"

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AbleOwl is another Kiwi company making the most of their fibre connection.

Tim Von Ahsen, a consultant at Excel consultancy, AbleOwl, said: "A lot of our meetings with potential customers take place over video conference, so a fast and reliable internet connection is vital. On fibre we never have any embarrassing dropouts or disconnections. When our PBX hardware stopped working, we utilised our fibre connection to help move our phone service into the cloud. It made sense from a cost perspective, eliminating the need for hardware updates and maintenance, but also from an efficiency perspective."

AbleOwl also chose to partner with Voyager for their broadband and voice services. Tim commented: "Working with one provider for our phone and internet just makes life easier, and being able to immediately contact someone who can actually help is a huge benefit to working with a local NZ provider like Voyager."

With a requirement to travel across New Zealand and Australia, it is vital for AbleOwl employees to be able to work remotely. Tim continued: "A cloud PBX system has given us the flexibility to continue working, whether at home, on the road, in the office or on a training course. We don't have to worry about always having someone in the office to answer the phone, and with international customers, we don't need to worry about calls that come through in the middle of the night, it really is seamless working."

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