

CASE STUDY

# Lowell

Provision of remote working capabilities  
for 1,600+ staff.



**Lowell** is one of the largest providers of credit management services across Europe and prides itself on its ethical approach to collections with sustainable and fair outcomes for each individual customer. In the UK Lowell has 8m active UK customers and has had a relationship with 1 in 4 UK adults.

## At a **glance**

### **The issue**

Lowell needed to migrate from office based technology to a cloud-based operating system that would enable their staff to function and operate both in the office and remotely.

### **The project**

Implementation of ICON Communicate Avaya Aura cloud-based telephony and contact centre solution supporting office based and remote working for 1,600+ staff.

### **The outcome**

Provision of remote working capabilities for 1,600+ staff.

## Their **Background**

Maintel helped industrialise Lowell's communications infrastructure to deliver a more flexible way of working and enabled the evolution of their contact centre operations.

## The **Challenge**

With the need to move from office based technology to a fit for purpose private Cloud environment, Lowell turned to Maintel, their existing telephony provider, to help provide a cloud-based operating system that would enable their staff to function and operate both in the office and remotely.

The ambitions of the business were to become a broader more capable business, with greater functionality, applying a level of industrialisation to their technology that they hadn't previously seen before, enabling the business to function remotely from any location, anywhere.

## Why **Maintel**?

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Lowell looked at several solutions on the market, assessing both the technical and partnership options, in the end choosing the incumbent provider Maintel as a result of their longstanding relationship and understanding of Lowell's business over the last 20 years.

## The **Solution**

Lowell were looking for a solution that could deliver on four fronts, availability, consistency, stability and flexibility, and looked to Maintel to deliver the solution to support 1,600+ users.

Working with Avaya and Maintel, Lowell have since rolled out state-of-the-art cloud-based telephony technology, enabled 1,600+ staff to be able to work in the office and remotely from any location anywhere.

# What are the benefits?

Lowell have been using Avaya technology for quite some time which made it relatively simple for the business to implement a new level of capability within their existing technology. The implementation of the core telephony platform was as smooth as it could have been, given the major technical shift and relocation requirements.

For the teams using this product remotely during the Covid-19 pandemic, the solution has provided a continuity of service and experience allowing them to operate in the same scenario as they did in their original office locations, enabling them to access the applications and technology through the same functionality as they did prior to lockdown. The only exception is they don't have an Avaya handset on the desk!

## What does the future hold?

The cloud technology solution enabled Lowell to continue to function effectively and efficiently for their customers, providing a continuity of service for them when they needed it the most. Without the right technology solutions in place Lowell wouldn't have been able to maintain this during the Covid-19 lockdown.



What we have achieved in such a short timeframe is phenomenal. In a normal scenario it should have been a two-year journey to get to where we are today. To be able to move our base application services and core capability to a cloud base technology, enabling around 1,600+ staff to operate remotely from their home office locations has been a technical success story and to have done this in just 12 days is simply amazing!

**Adrian Berry**, Chief Information Officer - Lowell on the need to migrate staff to remote home working during the COVID-19 pandemic



# Solid Solutions for a Dynamic World

Maintel is a communications managed services provider. We empower our clients across the public and private sector to deliver mission critical services and achieve their workplace, service and customer experience goals.

We consult on the design, deploy and manage network infrastructures, platforms and software, including our own, that keep ongoing operations running smoothly and dependably, protecting business as usual, at the same time being flexible enough to adapt.

When customer, employee, the general public and regulatory expectations are ever-changing, choose Maintel. We provide progressive, solid solutions that help you succeed in a demanding, dynamic world.

## Our Services

We provide solutions that are not only robust but also adaptable and responsive to the ever-changing nature of the world around us.

### Security & Connectivity

Securely connecting your people, partners and guests to your cloud platforms, applications and data.

[Click here to find out more ►](#)

### Unified Comms & Collaborations

Making your people more effective, collaborative and efficient.

[Click here to find out more ►](#)

### Customer Experience

Helping you acquire, delight and retain your customers.

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# Contact us

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