

Country Valley Foods

Sector: Manufacturing

Country Valley Foods was founded in 1971 as a small poultry wholesaler, providing fresh meat to the catering industry. It has since grown to become a large catering, butcher and wholesaler food company, delivering supplies to restaurants, hotels and food producers across the North of England.

Services

- Service analysis and cost saving
- Hosted Mitel
- Increasing lines
- Linked sites

The challenge

Having previously operated across two sites, in Billingham and Darlington, Country Valley Foods had plans to consolidate its operation to one facility in Billingham. This meant retaining separate telephone numbers for each site, while protecting the capability to identify which number callers were dialling.

Odyssey Systems was engaged to carry out the extensive project, wrought with complexity, by Country Valley Foods - a first-time customer, in 2017.

Country Valley Foods required an effective solution to transcribe hundreds of overnight orders, as well as robust improvements to its telephony infrastructure that would allow it to cover the entire 36,000 sq. ft. of food storage areas.

The solutions

Country Valley Foods' site telephony was upgraded to a fully-hosted Mitel system with carrier grade infrastructure, complete with AV landed failover, in the event of hardware failure.

To allow for greater connectivity between Country Valley's workforce and when dealing with customers, Odyssey Systems installed a number of water-resistant, cordless handsets with the range and signal to cover the entire site and its storage areas.

Additionally, high-speed internet was provided to Country Valley Foods, using innovative long-distance microwave technology, since the infrastructure in the area does not support traditional high-speed broadband.

The upgraded telephony infrastructure also provided the technology to be able to capture and convert up to 500 orders per night.

During the installation process and to ensure there would be no loss of service, Odyssey Systems allowed multiple orders to be delivered via iPads, so night employees could handle the enquiries.

