

Dunhouse Quarry

Sector: Construction

Dunhouse Quarry is a long-established family owned group of companies, which specialise in the stone masonry industry. Its production facilities are based in Staindrop, County Durham, and the company is able to carry out all aspects of the trade, including quarrying and fixing, mainly in sandstone and limestone.

Services

- Re-cabling
- Linked sites
- Hosted Mitel
- SIP
- CRM integration

The challenge

While gearing up for its latest expansion, Dunhouse Quarry, a longstanding customer of Odyssey Systems, since 2006, required a resilient telephony system in place that comprised a number of additional extensions to handle increased volumes of internal and external calls.

It had previously operated a very old and outdated system, which was becoming problematic, so called on Odyssey's expertise to deliver an effective solution.

The solutions

The upgrade process required a full scale re-cabling at Dunhouse Quarry's site in Cleatlam to improve connectivity between its multiple sites in the North East of England and Scotland, to meet Cat6 standards.

As a result, Odyssey installed a modern hosted Mitel telephone system to accommodate these extensions, while upgrading the lines from ISDN to SIP.

Dunhouse Quarry's existing CRM system was also integrated to support the upgraded software and enhance customer relations.

