



CASE STUDY



# MARKET-LEADING UNIFIED COMMUNICATIONS ENABLES MEDICAL RESEARCH

The Medical Research Council funds research across the biomedical spectrum, from fundamental lab-based science to clinical trials, including all major disease areas.

The Medical Research Council is a customer of Daisy (formerly Alternative).

## The Challenge

The Medical Research Council (MRC) improves human health through world-class medical research and has two UK sites, in London and Cambridge. The MRC was sharing a legacy analogue PBX with another MRC unit in an adjacent building in London, and when that unit moved to a new building and the old one was decommissioned, new telephony was required.

## The Solution

Working with MRC, Daisy designed a solution based on Mitel's MiVoice Business, a market-leading unified communications platform, which can scale from as little as eight users up to many thousands across multiple sites.

MiVoice Business is a feature-rich communications solution with multi-site networking and cross site resiliency. It's the ideal platform for realising faster and more effective communications, thanks to its seamless integration of voice, email, presence, unified messaging, mobility and conferencing applications. It's been designed to run on virtualised or non-virtualised industry standard servers and deployed either on premise, or as a private, public or hybrid cloud.

## AT A GLANCE

**Company:** Medical Research Council

**Industry:** Health

**Sites:** 2

**Employees:** 1,001 - 5,000

### Objectives:

- Replace decommissioned legacy analogue PBX between the 2 sites
- Improve telephony experience as a whole and reduce costs

### Solutions:

- Unified Communications

### Results:

- Unified communications platform can scale from as little as 8 users up to thousands across multiple sites with cross-site resiliency
- Integration of voice, email, presence, unified messaging, mobile and conferencing applications means faster, more effective communications

## The Result

Reliable, robust and future-proof communication is essential for the MRC. It is an obvious, but critical element of the research process, enabling ground breaking work to be carried out here in the UK. At the same time, cost effectiveness is crucial. The MRC is a non-departmental public body funded through the government's science and research budget. It invests in research on behalf of the UK tax payer and scientists apply for funding for their research by having their applications reviewed by panels of independent experts. So, making the right investment in the right technology is of the utmost importance.

*“Very well planned and implemented, and in particular, the onsite implementation team was very professional, approachable and helpful.”*

Group IT Director – The Medical Research Council



Find out how Daisy can help your organisation:

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