

NTE Cloud Voice

Integrating VoIP telephony within a virtual desktop environment.



The Customer

Flight Logistics is an international logistics company offering global delivery options to a broad spectrum of clients ranging from sole traders to blue-chip multinationals within the UK and overseas.



The Partner

UK Coms is a telecoms provider based in Surrey specialising in NEC phone systems and engineering services. UK Coms has worked with NTE for over 15 years to deliver connectivity and communication solutions to businesses across the UK.



The Challenge

In response to the pandemic, Flight Logistics implemented a remote working strategy to ensure staff could continue working safely. It was essential to the business that customers received the same level of service despite the disruption of social distancing measures. Due to the nature of the logistics industry, security was the main priority when setting up users to work from home.

Flight Logistics wanted to modernise their 20-year old legacy telephone system and find a solution that could be deployed both remotely and in the office. Richard Gaff, Managing Director at Flight Logistics, emphasised the need for a communications solution that was compatible and accessible within their existing Citrix hosted desktop environment. Integration with Citrix would enable staff to communicate with customers directly from within their virtual desktop sessions.

With clear expectations of what the communication and remote access solution should deliver, Richard approached NTE for advice on the best technology set-up to meet his criteria.

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Our Account Managers at NTE Limited have been looking after our systems for quite some time, we have a long and successful history of working together. When we started looking for a new and modern communications system we put together a list of requirements, and although we looked at many vendors such as 8x8, and a few more, none of them ticked the box when it came to working with Citrix. NTE suggested we consider Wildix due to their approved Citrix integration and not only was this the only vendor to be able to meet this requirement, they also fulfilled all the other requirements we have for a communications platform that will hopefully help us for the next 20 years of business.”

Richard Gaff

Managing Director, Flight Logistics

NTE Cloud Voice

The Solution.



NTE recommended a VoIP telephony system, Cloud Voice, to provide staff with advanced features such as user presence, remote access to corporate phonebooks and voicemail and staff geolocation data to ensure the same level of responsiveness was achievable from home. In addition to this, the NTE team developed a proof of concept to demonstrate how the telephony solution could be integrated within Flight Logistic's current Citrix virtual desktop environment before deployment.

Flight Logistics Group have been using the system for a year now, utilising the following features:

- 35 users spread across 2 sites in Heathrow and Wokingham.
- Employees use a combination of Wildix Workforce handsets and web-based collaboration via the Citrix hosted desktop environment.
- International remote worker support - delivering all of the same features as the UK based colleagues to their Thailand employee.
- Access to full features while away from their desk through the use of the Wildix Mobile application.
- Secure and controlled building entry via the seamless integration of 2N video door entry systems.

NTE Cloud Voice

NTE Cloud Voice is an advanced unified communications platform that streamlines telephone, video, chat, email and document sharing into one web-based platform.

Key features of NTE Cloud Voice are:

- Web-browser platform, no need to install any software.
- The ability to see user presence and geo-location data.
- Internal and external chat capabilities for staff.
- Screen sharing and file transfer.
- Access to corporate phonebooks and voicemail.
- Access to a wide range of collaboration features such as video conferencing.
- Monthly call reports.



[Find out more](#)

NTE Cloud Voice

The Results.



The Customer

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With staff working from home due to the pandemic, it's now easier for people to take calls away from their desk as all staff can route their desk phone calls to their smartphones. We now have full visibility of user activity - we can see who's on calls, who's talking to who and recall calls. We get detailed reports from the system about how long it takes for calls to be answered, which has given us insight into how we can better serve our customers. These are additional benefits that we didn't have with our previous system.

It was impossible to predict the pandemic and how it would change things for us, but because we had Wildix, it meant our staff could continue to work fully while away from the office with the same level of interaction as when we were in the office. However, we have seen an increase in productivity and our customers continue to receive the first class service they expect when dealing with someone they trust with the fine arts and collectables, this all means the solution has had a definite return on investment for us."

Richard Gaff

Operations Director, Flight Logistics

The Partner

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We've worked with NTE for over 15 years now and have no hesitation in referring our customers to their team. Flight Logistics described their issues around remote working and asked for guidance on a solution that could streamline their technology for improved customer responsiveness amidst the disruption of the pandemic. We worked with NTE to deliver a solution that combines advanced unified communications capabilities with secure hosted desktop functionality. The customer now benefits from a complete IT set up with one point of contact for all billing and technical enquiries.

By working together, we've delivered an agile communications solution which meets and exceeds our customer's requirements."

Gordon Joy

Managing Director, UK Coms

NTE Hosted Desktop

NTE Hosted Desktop enables our customers to deploy flexible working and secure data access within their organisation, across multiple users and devices. Leveraging Citrix Workspace technology to deliver a secure virtual desktop environment that seamlessly integrates with our entire services portfolio.

[Find out more](#)