

Award Mortgage's Multi-site Phone System



Award Mortgage is a specialist in real estate funding with offices in Sydney, Melbourne and Brisbane, as well as overseas in China and the Philippines. The Sydney office alone has around 100 staff, mostly specialising in financial consultancy.

STATS



Location:

Sydney, Melbourne,
Brisbane + China and the
Philippines



MyNetFone Products:

- Virtual PBX Phone System (8 Line) + 195 handsets
- MNF Business DSL
- 1300 inbound numbers
- Virtual Fax

Challenge

With several offices spread across Australia and overseas, Award Mortgage needed a telecommunications system that enabled their staff to collaborate and communicate cost-efficiently across all of their global offices and their growing client base. The challenge for the business was:

- To make calls internally and internationally without the high cost of traditional landlines
- To effectively communicate with staff across multiple locations
- To avoid restrictions on call quantities and exorbitant phone bills

Award Mortgage needed a flexible and more economical solution for their voice communications.

Solution

To be able to communicate efficiently across all departments, Award Mortgage chose MyNetFone for their telecommunications services. MyNetFone delivered an affordable and feature-rich communications solution that catered for the Company's heavy internal voice traffic as well as its client-facing needs.

Services

The core service that MyNetFone provided was the 8 line Virtual PBX phone system, which comes with 20 included Direct-in-Dial numbers (DIDs).

Award Mortgage were in the perfect position to take advantage of the Virtual PBX's 'Line Pooling'. This unique feature lets an unlimited amount of handsets and numbers share a selected number of concurrent phone lines. Award Mortgage would rarely have all staff making external calls at the same time. This meant the staff could have their own phone number and handset, while sharing the pool of 8 concurrent lines. This allowed the business to only pay for what they used instead of having to pay for a line per handset with a traditional provider.



MyNetFone gave us the flexibility that no other telco could. Being able to share phone lines between staff made the Virtual PBX a lot more affordable than the alternatives on the market. With many of our staff based in offices overseas, free internal calling between these international offices was a huge bonus for Award Mortgage as we could eliminate that cost entirely.

- Managing Director, Tony Lam



Supporting Services

The Virtual PBX connects to MyNetFone's Business DSL, which provided sufficient data for quality voice calls at great value. MyNetFone also supplied 1300 inbound numbers so that Award Mortgage's customers could call them at a local rate. In addition to voice services, they also chose a Virtual Fax service to send and receive business faxes via email, eliminating the need for bulky fax equipment.



Improved cost efficiencies

With no line rental, reduced call rates, line pooling and free internal communications to all departments.



Free internal calling

Calls between staff and offices using Virtual PBX are completely free. Even internationally.



Affordable IP handsets

Award Mortgage chose from a range of executive and basic handsets, reconfigurable for user convenience.



Scalable Solution

Award Mortgage currently uses 8 lines but they have the option to scale to 50+ as the business grows.



Seamless call handling

Features such as auto-attendant, hunt groups and call forwarding help streamline how calls are handled by the company.



Future-proof phone system

Virtual PBX uses modern IP communications which allows Award Mortgage to use their phone system overseas.

Handsets

MyNetFone provided a total of 195 IP handsets including Yealink SIP-T41P and Cisco SPA504G models. The majority of these handsets were used for the company's high volume of internal call traffic and all internal calls are included free on the MyNetFone network. Purchasing the handsets outright meant they could avoid paying ongoing 'per user' fees.

