



## Success Story

Unify and Datasharp Deliver  
Next-Gen Comms Solution to Abbey Cars



Datasharp enables and delivers private cloud, multi-site Unify OpenScape Business deployment that dramatically improves team performance.

Abbey Cars, one of England's largest minicab operators, has completely overhauled its communications infrastructure with the help of Unify's OpenScape Business platform. In conjunction with long-term Master Partner, Datasharp, Unify has provided Abbey Cars with a powerful all-in-one solution that brings the benefits of cloud-driven Unified Communications (UC) into its business. OpenScape Business enables Abbey Cars to centralize all telephony for its five disparate branches, allowing its team to be more dynamic than ever before - thereby enhancing customer service and resilience.

## The Task

### **Abbey Cars is one of Greater London's most experienced and professional mini cab companies – with more than 20 years in the business.**

The company offers its services to both personal and business travelers, and is a great supporter of travel-led technology that can enhance customer service delivery. As the business has grown steadily over the years, Abbey Cars has opened multiple sites - each with its own telephony infrastructure. The company, wishing to ensure continued growth, excellent service and provide staff with the benefits of mobile working, recognised that it needed communications solution to replace its rudimentary, inflexible and disparate telephony infrastructure.

## The Solution

Working closely with Datasharp, Abbey Cars selected Unify's OpenScape Business solution. OpenScape Business enables Abbey Cars to take greater control of its day-to-day operations, administration and configuration of its telephony infrastructure. The platform - which has CRM integration - gives the company full, cutting-edge, UC functionality in a single, affordable and manageable platform.

Implementation of Unify OpenScape Business was quick and easy, with Datasharp setting up the solution, across its five existing sites, in less than four months.

## The Benefits

The Unify solution, hosted in Datasharp's private cloud infrastructure, delivers voice recording, mail, and messaging service, mobility, a multi-media contact centre and presence functionality, all while ensuring control and critical information remains with Abbey Cars.

OpenScape Business also enables greater reliability and flexibility in Abbey Car's telephony system, as it gives professionals the ability to remotely modify call routing and allocate resources across different sites - leading to improved teamwork and better customer service.

Prior to the Unify installation, one of Abbey Cars' other key concerns was efficiency savings. The company wanted a flexible state of the art telephony solution, which would also offer cost reductions. Through Datasharp, OpenScape Business provided the perfect solution to keep costs down and erase Abbey Cars' reliance on an antiquated, clunky on-site call system - as it could ensure fixed monthly costs and the ability to retain its current hardware infrastructure without expensive upgrades to headsets.

On the new Unify solution, Andy Nutt, General Manager at Abbey Cars comments:

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*“As Abbey Cars continues to grow, we're constantly looking for better ways to use our resources, while still ensuring we provide the very best customer service. The Unify OpenScape Business solution has boosted our customer service to new heights. With proper integrated call routing in place, calls can now be transferred to anyone in our organisation, across multiple sites, quickly, and easily.”*

“Moreover, with OpenScape Business we are also guaranteed resilience - as the solution is hosted in Datasharp's private cloud, ensuring that downtime is never an issue for our clients. Finally, this technology has let our staff fully experience the benefits of mobility and collaboration.”

Allan Williams, Technical Director and Winner of the Unify Innovation Award, at Datasharp adds: “In today's super-connected world customers expect a seamless communications experience. Businesses like Abbey Cars want to fulfill this, but are also under pressure to streamline their organisation and futureproof communications infrastructure, while still delivering cost savings. Providing OpenScape Business to Abbey Cars has enabled them to meet their customer expectations, while improving productivity by giving staff members better and more dynamic ways of working. We are excited to help Abbey Cars on its ongoing innovation journey.”

Barry Tuffs, VP of Channels UK&I from Unify shares

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*“In partnership with Datasharp, we have delivered a robust and flexible communications infrastructure to Abbey Cars. The company and its customers will benefit from the resilience, flexibility and scalability that OpenScape Business provides for years to come. We look forward to continuing to assist them and other businesses on their journey to UC adoption.”*

## About Abbey Cars

Abbey Cars are one of the longest established PCO Licensed executive car and chauffeur services in the UK. It is a family business founded in 1968 and has provided a reliable, professional service to both its corporate and private clients for over 35 years.

Abbey Cars believe in offering a reliable, affordable, luxury service to all their clients regardless of their budgets or size. This is fulfilled by their professional team of chauffeurs, all of whom are PCO licensed and CRB checked.

## About Datasharp

Datasharp is a leading provider of business technology solutions. We began operating over 35 years ago, and are one of the largest independent providers of technology solutions in the UK. Providing businesses with award winning solutions and support, we work closely with our industry leading partners to ensure both ourselves and our customers remain at the forefront of technology. We provide a complete range of business technology solutions including Voice, Connectivity, IT & WiFi, Print and Infrastructure - all of which importantly, allow our customers to collaborate effectively and harmonise their business processes. With 36 customer care awards, we are recognised as being a forward thinking, customer focussed company driven to providing our customers with a competitive edge.

## About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

[unify.com](http://unify.com)



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