

The CAVI Group



OVERVIEW

In November 2015, The CAVI Group engaged with Itec SA to submit a proposal for the consolidation and streamlining of their communications solutions – with the aim of creating a solution that could work across their different businesses and create a synergistic approach to both internal and external communications.

Itec SA was awarded the project in April 2016, which saw the full deployment of a viable and cross-section business communications solution within just one month.

The success of this project was a result of the identification and implementation of the correct specification solution for the businesses specific requirements and, very importantly, of a detailed and well deployed project plan – with solid after-sales and service support.

CLIENT

CAVI Brands is home to a number of iconic brands focused on the Beauty, Wellness and Lifestyle Sectors in Africa. They own and distribute these brands into sub-Saharan Africa and are focused towards a long-term view of investment, growth and development of these much loved brands.

As a brand-building business, investment is at the core of who they are, and they are strongly focused on growth and development across Southern Africa.

At CAVI Brands, management and culture is paramount to their success in growing their well-known market leading brands – an excellent culture makes for an excellent business.

CAVI Brands is made up of Incolabs, Chanel, Dermalogica, Omegalabs and The Prestige Cosmetics Group – underpinned by a number of leading consumer and lifestyle brands within each business.

CHALLENGE

In the aim of consolidating their six businesses into a central office space, the CAVI Group purchased a new building in Parktown.

As a result of this relocation, comprising of around 190 employees with over 150 Telkom numbers and a range of different communications solutions, the business required the implementation of a solid communications platform that realised the converged communications needs of the Group.

However, with a range of outdated solutions and equipment, and varying levels of available technology, the challenge was to identify a solution that would enable a communications platform that boasted inter-business collaboration and worked effectively for each operation – despite their varying business requirements. Itec SA was required to find a solution that enabled employees to work with best in class, innovative technologies to meet the changing demands of the on-the-go

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world of business, the mobile workforce and the geographic dispersion of the company accordingly.

Further to this, Itec SA was required to deploy these solutions over three different dates with the primary objective being minimal downtime.

Despite the need for an effective deployment of the new solution, while ensuring redundancy as best as possible, the company held a number of existing client relationships which meant having to ensure that all contracts were cancelled, numbers ported and relationships effectively managed.

SOLUTION

The solution comprises of three main deployments, creating a communications solution that met the varying demands of the Group.

1. Voice solution – Hosted Mitel & Itec iVoice network

Itec SA built a dedicated Hosted Mitel Controller and deployed 196 Hosted Mitel extensions – enabling a 99.9% redundancy through the provision of dual-fibre lines. In addition, their LAN (Local Area Network) was set up to operate on separate VLAN's for voice and data, where Mitel 5320 IP phones were provided – ensuring the network runs at Gigabit capacity.

The Itec Communications project team managed all Telkom relations in-house to ensure the right numbers were ported to the correct employees – in line with corresponding move dates – to mitigate any possible downtime.

2. Remote communications solution – Starleaf video conferencing

A cloud-based video conferencing solution was installed in the main CAVI boardroom. However, to enable reliable, remote communication for all employees this solution comes with an unlimited mobile/desktop deployment for CAVI staff which

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enables not only time saving but very importantly, reduced travel costs and carbon footprint, as well as enhanced productivity.

3. Office equipment re-haul – Itec Sentry, Print Director and Office equipment

As a result of our Remote Device Management Software, Itec reduced the number of devices needed across the organisation by optimising their functionality and ensuring that the company experiences better productivity and minimal downtime on their devices.

“This leading technology allows us to take on a full management role of the client's infrastructure, remotely – equivalent to having technical support on site 24 hours a day,” says Nick East, Solutions Consultant at Itec Evolve. “With a solution like this, we are taking the pain and effort out of device management for the client and ensuring that they experience a streamlined printer and related service offering.”

The CAVI Brands' solution comprises of 10 Itec Devices with Print Director and Itec Sentry installed across all equipment within the business – both locally and regionally.

This Remote Management Software is compatible with all devices and is supplied and maintained by Itec at no additional cost to the client and includes:

- **Print Director:** an enterprise system that tracks, audits and controls all printing on the network. It allows for user tracking, as well as inter-departmental and client/project code billing – using NFC release technology.
- **Itec Sentry:** a proprietary automatic event logging and performance data collection system that is designed to improve office productivity, minimise downtime and enhance service delivery. It automates the reporting of many common service and maintenance issues associated with document output devices including: allowing for the direct logging of service calls into Itec's ERP system, automatic re-ordering of consumables when a device has a low toner warning and automatic and scheduled collection of meter readings. This eliminates the risk of human error and makes the process seamless and convenient for the client. It also gives Itec's engineers access to the device details, status and history, prior to on-site support.

Itec had projected a 15-20% saving on the Group's monthly printing costs. However, they are already witnessing a reduction of 17% – demonstrating the effectiveness of the solution across the business.

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VALUE

According to Gregg Trollip, Project Manager at CAVI Brands: Itec SA added significant value to the project and have streamlined the operations within each of our businesses. After appointing Itec SA to provide us with our telephony solution, they were also given the Office Automation (OA) aspect of the project – quite late in the process, after they had provided a holistic solution that met our needs perfectly, as well as achieved a significant cost saving across the Group.

Itec took the time to understand each of our businesses, both from a 'who we are' as well as 'how we operate' perspective. Nick East and his team worked closely with the CAVI Campus

Project Team to ensure that every problem within our current telephony and OA environment had been identified and that various solutions were considered.

The end product has seen vast improvements, both on a telephony front – by up to 80% in cost savings, as well as with our OA operations. The support that Itec SA has offered throughout the project has been unrivalled by any other supplier that we have previously worked with.

Itec made the transition seamless and have greatly improved communication, efficiencies and productivity within the CAVI Brands Group.

SUMMARY

Industry: Beauty, Health and Wellness

Country: South Africa

Business challenge:

Create a collaborative communications platform that meets the converged communications needs of the Group and creates business productivity and cost savings – with minimal downtime.

Solution: A new and innovative voice, printer and video conferencing solution implemented Group-wide to create business productivity and inter-business collaboration – seamlessly.

Outcome: Itec SA has saved the business 77% in monthly voice costs, 17% on printing solutions as well as reduced travel expenditure and downtime within their communications domain – ensuring productivity, always-on service delivery and multi-business communication services.

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