



UNITED FILTERS TELECOMMUNICATIONS UPGRADE

Introduction

United Filters is a supplier of automotive filters for heavy industries and petroleum products to local retail outlets such as motor mechanics and service workshops. They were recently bought over by Petrogas, a major distributor of bulk fuel and lubricants in metropolitan Melbourne and regional Victoria.

The Situation

Petrogas, a long standing customer of Auswide Communications called us in to assess the existing infrastructure and communications setup at Boronia. The cabling was found to be substandard and old. Cables were lying exposed and dangerously close to power and other hazardous services. There were also issues with telephone equipment being located in an inappropriate area for access.

The Telephone system was approximately 25 years old and its communication capability was severely limiting to the existing personnel.

The Solution

A new data and telephone structured cabling solution was required that was compliant with current building standards and ACMA regulations. The cabling was enclosed in a communications enclosure in a purpose allocated room, eliminating the dangers of exposed cables in an environment where there are petroleum products.

A IP PBX was installed with digital telephone lines because of the distance from exchange, which instantly improved their communications internally and externally. Old analogue lines were replaced with digital lines resulting in enhanced voice quality for customer sales inquiries and enabling call transfers between staff and other sites across the organisation.

It was also imperative to the manager Mark, to integrate a mobility solution for their warehouse which enabled connectivity between the fixed handsets and mobile handsets.

Integration with the wide area network was provided by Telstra 4G wireless terminals plus a fixed copper wire service to access the ERP system and CRM.

The Benefits

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- **Mark Cary**

,United Filters

We at United Filters are more than please to recommend Auswide Communications for their expertise in communications and in being able to devise a solution that actually works.

Business was good and we were getting by and never really paid much attention to the state of our wiring. If calls dropped out or the internet locked up, we just took that as part of the annoyances of technology today and got on with our job. We never even stopped to consider that business could be better and more efficient, until Auswide were brought in and proposed their communications solution to meet our needs.

The change in our business has been remarkable. Auswide proposed a simple, cost effective solution for our challenging environment and took the time to listen to us and understand our business. It's pleasing to adapt the modern technology to our advantage, making business easier and becoming more profitable.

Kind regards,

Mark Cary