



## KEY HIGHLIGHTS

INDUSTRY: CONSUMER/ BARLEY

*“SAB operates within a very competitive revenue market. An alternative to selling more is the ability to save money. Unison has given our organization the ability to maximise spend by providing essential information on our communications environment down to an individual / cost level.”*

Derek King, Voice, Voice Operations, Manager, SAB



## CHALLENGE

Needed a BI solution that would empower the company to understand their communication infrastructure costs down to the source in order to maximise budget potential and save costs

## SOLUTION

Deployed Unison's Galactrix solution which can be distributed over SAB's network enabling head office to act as a central control

## RESULTS

- Ability to centralise to a uniform environment
- Visibility needed to manage costs and abusers
- Overall 12% cost saving on their communications thus far

## UNISON SOLUTION IN PLACE

Galactrix with service contract and bundled hours

## Unison helps SAB achieve cost savings through centralized control and management of its communications environment

Founded in 1895 SAB (South African Breweries) is one of the world's largest brewers by volume with more than 200 brands, brewing interests and distribution agreements in over 60 countries across six continents. Operating in a highly competitive consumer market SAB was faced with the challenge of cutting communication costs and maximizing its current IT spend. The company had developed a number of in-house applications to cope with its unique environment. These applications were able to provide analysis on invoices for various accounts but SAB required information on a user specific level.

The company opted for Unison's Galactrix solution because of its ability to operate seamlessly, excellent distribution potential and reporting facilities which provide detailed user information.

Empowered with the right information, SAB is now able to break down costs at an individual level by analysing communication behaviour over users across SAB's network.

“We went for an application that can be distributed from head office and allow us to manage our branches from a central point. This ability gave head office more control, a greater skill to provide support to our branches and access to key reports regarding our branches costs and expense,” Derek King, Voice, Voice Operations, Manager, SAB. “It also allows us to analyse each branch's costs and find out why one branch in comparison to another is costing us more per user.”

## WHY UNISON:

- Effective control of communication costs at an individual level
- Create a uniform standard of communications across the board
- Systematically implement a CISCO IPT based uniform communication environment which is easier to manage and maintain
- Ease of management of telco lines
- Ability to distribute application from central point
- To analyse costs at a people level
- Flexibility of a support contract with bundled hours

SAB needed to implement a solution that would prevent their branches from managing their own TMS (Telephone Management Systems) which was too resource intensive.

SAB head office then consolidated into a single environment as it was easier to manage. The decision was made to begin a roll out process across their branches that would incorporate a CISCO IPT environment with Unison's Galactrix solution.

"The implementation process initially started with 40 branches and has progressed to 75 to date. We are looking at implementing 10 to 15 branches a year. Unison's detailed reporting has also given us the ability to manage our telco infrastructure needs more efficiently. We are now able to determine how much telco infrastructure is needed for a specific branch and if the branch is more cell phone dependant," says King.

"SAB can now get sites up and running at a much greater pace as we are able to create mirrors based on information gathered by Union's reports at previous sites."

## RESULTS:

- Currently with only 35% of all branches using Galactrix, SAB has managed a 12% saving
- Easy to read and dynamic in-house reports can be created to show costs at a branch, account and individual level
- Custom designed Benchmark report that provides detailed business matrix
- Detailed costs analysis between branches at an individual level

## Deployment Environment

### At head office:

Single Galactrix server in HO datacentre

CISCO Core Management System

### At a branch level:

CISCO IPT environment at selected branches

Multiple switches and other applications at other environments

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