



# MOSCA ACCELERATES TOWARDS GROWTH WITH UPDATED PHONE SYSTEMS

**MOSCA** 

EXCELLENCE IN STRAPPING SOLUTIONS

 [www.mosca.com/en-uk](http://www.mosca.com/en-uk)

 Approx. 20 users

Offices in Nottingham, with subsidiaries worldwide.

## The Client

Mosca is renowned for its expertise in developing highly efficient strapping machines, high-quality plastic straps and complex systems for securing goods during transportation.

Mosca machines are used across virtually every industry, and the company has a global reputation for quality and reliability, as well as setting high standards as technology leaders in their field.

## Key Outcomes

- ✓ Installation of feature-rich 3CX phone system with minimal disruption to end users
- ✓ Implementation of Soft phone application to increase cost efficiencies
- ✓ Increased scalability to support future growth
- ✓ Single point of service desk support for Comms and IT
- ✓ Increased security with integrated main door control

## The Challenge

Mosca's existing phone system was outdated, suffered limited functionality and was no longer meeting the needs of a fast-paced, forward-thinking and growing business. They were in need of a modern phone system that would complement their IT infrastructure and offer unified communication features.

It was imperative that service was maintained throughout the project to ensure the business could continue with minimal downtime and disruption.

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**Air IT**   
MANAGED IT & COMMS



**“The staff at Air IT are so knowledgeable and helpful, it makes our lives in the office so much easier! The level of service and support that we receive is always second to none.”**

**ANDREA WILSON, ASSISTANT OFFICE MANAGER**



## The Air IT Approach

Air IT recommended the 3CX windows-based phone system as the ideal solution. In addition to meeting all the specification requirements, the hosted system could be supported by existing backup and disaster recovery solutions, reducing overall costs.

Employees' phone numbers were ported from outdated traditional phone lines to the new hosted platform, utilising the existing network.

Telephone handsets were configured offsite prior to the install and were delivered ready to use. Installing the new phones while existing handsets were still live ensured calls could be maintained throughout the process, preventing any unnecessary downtime.

During the install, an expert Air IT engineer remained onsite to quickly and efficiently support staff with any potential problems.

## The Outcome

The 3CX phone system matches Mosca's evolving business needs, and has future-proofed the way the company communicates, both internally and externally.

Users now enjoy a seamless experience between traditional and mobile telephony, allowing office extension numbers to be used while on the move.

The recording and reporting facilities offered by the 3CX system allow team managers to measure call response times and maintain customer service levels.

Regular automated backups of the system and digital records ensure data storage regulation compliance, and the feature-rich platform provides a professional appearance suited to a business with a global platform.

## Special Projects

Mosca was searching for a magnetic security door for the entrance of their building, and Air IT recommended a trusted third party who were able to supply a suitable product. Air IT then installed a door calling system supported by 3CX, allowing staff to speak to visitors and control the door from their work stations, and giving the company control over access to site and adding extra security to the office.



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