

# Ángel Mir – Portes Bisbal Updates Its Telephone Communications with Avaya Solutions



This Spanish company with over 48 years of experience manufacturing and assembling industrial and residential doors has chosen Avaya solutions to upgrade its telephone communications system. Telpymser has guided and advised them throughout the transition process.

Ángel Mir – Portes Bisbal has joined the list of Spanish companies that have chosen Avaya to upgrade a completely outdated telephone system.

“We had a very old Astra switchboard that no longer met our current needs. We felt that we were losing business opportunities and we could not delay the change any longer,” explains Jordi Funallet, Management Controller at Ángel Mir – Portes Bisbal.

The implementation began at its headquarters in Girona, where they already have 11 wireless extensions (phone model DECT 3720) and 40 further digital extensions (phone models 1408 and 1416). The company also has offices in Barcelona, Valencia and Seville and does business in more than 30 countries.

The DECT 3720 phones are specially designed for industrial and office environments, and offer voice communications with a high degree of quality and security through a dedicated encrypted wireless network.

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– Jordi Funallet, Management Controller at Ángel Mir – Portes Bisbal

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## Challenges

- Switchboard jammed with call traffic
- Lack of information on call data, origin, reports etc.
- Obsolete system with limited features

## Value Created

- Direct lines to each department
- Caller ID, call data and advanced reporting features
- Improved call traffic

As for models 1408 and 1416, they incorporate a familiar interface, combining the best of the past and present. The fixed keys (that are familiar to users of any telephone) provide easy access to the most common functions, while the softkeys provide contextual guidance and prompts for easy and efficient use.

## Highlighted Features

Jordi Funallet does not hesitate to highlight some of the advantages that IP Office has brought to his company. “Something as basic as voicemail has been a step forward for us. The new switchboard allows us to have a personalized greeting, distinguishing the country from which the call has come. We can also retrieve the message locally or remotely from any phone or even forward it to an email address as an attachment,” explains Jordi Funallet.

With the implementation of Avaya IP Office, Ángel Mir has managed to relieve the strain on the person who had been tasked with managing all call traffic. Direct numbers have been assigned to each department and internal extensions, which enable communication between departments without having to go through the switchboard have also been established, thereby offering a much faster and professional service for customers.

In this sense, Funallet explains that “another very important advantage has been the integration of mobile terminals as if they were extensions of the switchboard, allowing calls to mobile users to be handled as if they were calls to another switchboard extension.”

They have also acquired nine Avaya One-X Mobile Preferred licenses, an application that provides full unified communications capabilities and helps users conduct business while moving from place to place (BYOD).

In general, “the features of IP Office are comprehensive and easy to set up, allowing you to create almost unlimited groups, incoming call routes and ACD functions very easily,” adds Funallet.

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- **Jordi Funallet**, Management Controller at Ángel Mir - Portes Bisbal

### Increased Productivity

The Avaya solution has also resulted in a competitive advantage for Ángel Mir - Portes Bisbal. “We are optimizing time and resources, certain features of IP Office allow us to make decisions faster,” says Jordi Funallet.

In addition to the consulting and implementation from our partner Telpymser, our partner Hermes has also collaborated on the project, designing specific software enabling the full integration of the switchboard with Ángel Mir’s ERP (Enterprise Resource Planning). The ultimate goal was to be able to respond to the specific needs outlined by Angel Mir.

“Thanks to this software we can identify the number of the person calling us and process each incoming call in depth.” In addition, “we have data that we previously were not able to access and we have all kinds of reports (hold times, total calls etc.) that allow us to direct our business strategy,” explains Funallet.

In short, IP Office “has enabled an overall improvement in call traffic” quantified at approximately 300 calls received daily.

### Products and Solutions

- Avaya IP Office
- Avaya 1408 and 1416 Series Digital Deskphones
- Avaya 3720 Series DECT Handsets

### About Ángel Mir - Portes Bisbal

Porbisa - Ángel Mir is the largest Spanish company involved in the manufacturing and assembly of industrial and residential doors. It has more than 160 employees in Spain and international coverage through distributors located in various countries throughout the world. It has over 48 years of experience in manufacturing and assembling doors, loading points and other products geared to all economic sectors, both private and public, corporate and industrial.

More information [www.angelmir.com](http://www.angelmir.com)