



**HOLCIM MEETS**

**CHANGING**

**BUSINESS NEEDS**

**"Moving our business forward will mean integrating more cloud delivered solutions that can save us money and offer us flexibility – we see Spark as our ongoing ICT partner on this journey."**

Greg Ord, Information Technology Manager, Holcim

Behind the Business

# CLOUD FLEXIBILITY DRIVES BETTER SERVICE

Thanks to Spark's ReadyCloud® Collaboration solution.

**While Holcim has a strong foothold in the supply of building-related materials both in New Zealand and around the world, it is always looking for ways in which to grow its competitive advantage.**

Today, this means a focus on driving cost out of the business and creating an environment that can easily adapt to change.



As head of IT at Holcim New Zealand, Greg Ord is at the heart of making this a reality. With a number of changes on the horizon for the New Zealand arm, Greg is tasked with helping the company adopt technology that can move with its changing business model.

"Today Holcim employs around 430 people and operates 40 sites, making it the leading supplier of cement, aggregates, concrete, and lime in New Zealand," explains Greg. "But this could look quite different going forward; we are about to merge with our Australian counterpart and plans are in place to divest in certain product segments and invest in others."

## A smart move

So when it came time for Holcim New Zealand to upgrade its phone system across its nationwide sites, the company took the opportunity to consider a more agile replacement that would not lock it into today's technology, or require any capital investment.

"The upgrade of our on-premise PBXs was costing us six figures every six years," admits Greg, "and this was simply not sustainable or flexible enough to meet our changing needs."

## About Holcim (New Zealand):

- Origins dating back to 1888
- 40 sites nationwide
- 430 employees
- Part of the Holcim Group based in 70 countries

**"It turns out it is the perfect replacement for our static phone system; it means we can migrate to a very similar user interface yet take on all the benefits of having it managed for us by a trusted provider like Spark."**

Greg Ord, Information Technology Manager, Holcim



Not afraid of embracing cloud-based technologies, Greg says that the company was after a pay-as-you-go model that would not only allow the business to scale when necessary, but would integrate seamlessly into its current systems.

“As we already used and liked our Cisco Call Manager solution, we wanted to hear more about Spark’s ReadyCloud Collaboration because it is also based on Cisco technology.”

For a company driven to operate sustainably, ReadyCloud Collaboration means Holcim no longer needs to maintain costly on-site infrastructure. Instead, the solution is hosted in Spark’s energy efficient, New Zealand-based data centres; and

**Choosing ReadyCloud® Collaboration from Spark means choosing a people-centred solution that is simple, connected, flexible and secure.**

**If you’re ready to create better connections for your customers, speak to your Client Manager or call us on:**

 **0800 694 364**

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**“Our own instance of Call Manager gives us control without risk of data leaks or version constraints often attached to multi-tenanted services.”**

**Greg Ord, Information Technology Manager, Holcim**

all of the essential maintenance and upgrades are managed for Holcim. With a small IT team of four, Greg says this brings him peace of mind.

### **Seamless migration**

Greg expresses his delight that almost half of the Holcim New Zealand sites are now using ReadyCloud Collaboration, with plans for the rest to switch over during the coming year.

“It’s great that we can roll out the new phone system as it suits,” says Greg. “We have the flexibility to do all the moves, adds, and changes ourselves through an online portal, or we can call Spark’s technical support desk at any time to manage it for us.”

### **Unlocking the potential**

When asked about using some of the additional smartphone or video features that ReadyCloud Collaboration offers, Greg lights up. “Certainly, it is the first time that Holcim has come close to having a universal phone system across all of our nationwide sites, and this represents an exciting future for us by helping us to provide a better customer service.”

One development earmarked for Holcim’s ReadyCloud Collaboration solution is the ability to record calls. “We receive a large number of calls for orders every day; being able to play back these calls will help us to continually improve our service and get orders spot on”, says Greg.

Holcim has enjoyed a successful 10-year relationship with Spark and Greg is confident that this will continue as the business enters an era of change.