

Brightwater Recruitment

Company

Founded in 1998 under the tag line "The Best in Ireland", Brightwater Selection (Ireland) Limited set up with an absolute commitment to excellence in Recruitment Consultancy.

In 2005 Brightwater added offices in Cork and Belfast to augment the main Dublin site providing bespoke resourcing with specific skill sets, advanced internet recruiting, including social media search strategies, and the use of external websites,

Requirement

Brightwater needed a robust Voice and Data platform across two countries with high resilience for all 3 of their locations, replace an older unreliable PBX voice technology and provide a scalable Cloud based Solution.

The Solution had to be capable of handling both Data and Voice over the same resilient backbone for access to the internet, Cloud critical recruitment CRM software which could provide consultant activity reporting.

Solution

Clear Connection in conjunction with Colt Technology Services installed and implemented initially 3 x large data pipes in Dublin, Cork and Belfast.

This meant that internet and Cloud connectivity became reliable and capable of handling cost saving and mission critical systems. From there SpliceCom hosted Call Centre and full SIP integration across all sites was added giving reliable voice but importantly a new reporting suite to identify consultant activity and productivity . These scheduled reports became the foundation of management tools designed to ensure that Brightwater have concise information for their business needs.

Hosted cloud Splicecom SV1000 platform, built on multiple VM Ware and hardware was implemented with multiple failovers in event of any DR problems in any of the sites.

In 2017 CRM integration was added for consultants to assist their client engagement process, on top of the initial rollouts in 2014 & 2015, showing the flexible nature of the Solution.

Multiple SIP Diversity also meant that no single point of failure was built into their network.

- Multi-Site Flexibility
- Maximum Resilience
- Reporting/ Web interconnects
- Scalability
- Drive Cost Savings
- Improve Staff Efficiency/CRM Integration
- Improve Customer Experience



Brightwater Recruitment Consulting have been clients of Clear Connections since 2014.

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