



sr
group

The SR Group is a global professional search and recruitment organisation established in 1987.

 **11**
offices

 **9**
countries

 **300+**
users

 **20%**
ROI

 **25%**
savings

COMPANY CHALLENGES

A Single Global Communication System

The SR Group had a mix of telephony systems across the globe with varying reliability, this resulted in a tendency for end users to make business calls via mobiles which meant no Management Information was available and call charges were high. A key driver for the project was to standardise telephony across the group and restore confidence in a unified communication platform to users.

Flexibility & Growth

The need for technology that supported the growth of the business. Given the speed of change and growth of the company, the platform selected would support agile working and global expansion into new countries and markets.

Future Proof Features

Any investment made was in a platform that could future-proof the business including Soft Phones, mobiles apps, call recording, video interviews and web conferencing.

Ease of Management

The SR Group IT department had to manage telephony across nine countries with different suppliers, this is a significant challenge for any IT department, particularly where there is a mix of platform and partner. It was key to The SR Group that we could find a platform suitable for meeting the needs of the organisation globally and have a common administration interface for the technical team



WHY TTG? and why private hosted?

Years of Industry Experience

A demonstrable track record internationally within the Recruitment industry. The Technology Group were able to evidence a series of successful projects where similar challenges to those experienced by The SR Group had been resolved. Being able to speak to an existing customer who could openly talk about their objectives and their experience in achieving these.

3CX UK #1 Partner

3CX was shortlisted as a technology that could meet our business requirements. TTG is the number one 3CX partner in EMEA and the third largest partner globally. Demonstrating a track record of successful installations and providing support for 3CX systems.

Business Value

The Private Hosted 3CX solution proposed represented commercial value to the business, particularly at the business case globally. The intangible benefits of having trust restored in the platform and better internal collaboration are hard to quantify but the solution is certainly making a positive impact on the business for users.

People

The team we selected to partner with was as an important decision to make as the technology we chose. As supplier consolidation was high on the priority list it was important that the supplier showed key attributes important to us; trust, integrity, can-do attitude and responsiveness. These attributes are deep-rooted within The Technology Group and have been demonstrated throughout the process.

Platform for Future Expansion

The SR Group plans to continue growing its business and to maintain its position as a truly global player in the search and recruitment industry. Having a telephony platform that we trust means they have one less decision to make when expanding into new locations or growing existing offices.

“The Technology Group have quickly become a valued strategic partner to The SR Group, telephony is an essential part of our business, I went to market to find a platform that was stable, represented good value for money and future-proofed the organisation. It was also important that working in a “people industry” we were supported by people that I could trust and put my confidence in, I’m delighted to say that I have found this working with the team at The Technology Group.”



Mark Hirst
SR Group
IT Director

**CONTACT US ON HOW WE
COULD IMPROVE YOUR
RECRUITMENT BUSINESS**