



# Case Study

## Using a virtual server to solve Regtransfers' phone system problem

### About PSU

With over 30 years' experience in the industry, we pride ourselves on our dedication to customer service. We hold ISO 9001:2015 accreditation for our quality management systems, and continually monitor and improve our processes to give our customers the very best level of support and service.

### About Regtransfers

Established in 1982, Regtransfers was one of the first independent registration specialist companies formed in the UK. It has become the leader in the independent number plates market, as well as a major source of information on the subject.



# Mitel support: Boosting processing power with a virtual server

When they experienced an ongoing problem with their phone system which their incumbent provider failed to resolve, number plate dealer Regtransfers contacted the Mitel experts at PSU for help.

## The PSU Difference



### Challenge

Regtransfers had a persistent issue with their phone system involuntarily rebooting several times a month. Each time it happened, all calls were lost, impacting on sales. The previous provider was unable to locate the cause of the issue or provide a resolution, so Regtransfers asked us to take over support and investigate the reason for the system reboots.



### Solution

We discovered that the controller had not been configured with enough processing power to enable the number of users on the system to make calls simultaneously, causing the system to fail during periods of heavy use. We recommended a Mitel PS1 virtual server as a cost-effective alternative to a full system upgrade. This sits externally to the MiVoice Office controller and provides system resource and processing power to the phone system. During our investigations, we also discovered that Regtransfers' previous supplier hadn't renewed their Software Assurance, despite it being paid for. This meant that they had no access to bug fixes, software upgrades or Mitel's 4th line support. Our team quickly ensured everything was renewed and up to date.



### Result

The addition of the PS1 server greatly increased the processing power, allowing the system to accommodate more users and process more simultaneous calls. The system is now correctly configured with the required processing power in order to deliver stable day-to-day service without any glitches or the risk of involuntary reboots.