GoTo

LUC

Land Use Consultants (LUC)

GoTo Connect brings simplicity, integration and reliability to communications and collaboration at LUC

Land Use Consultants (LUC) is an award-winning, independent environmental consultancy, providing planning, impact assessment, landscape design, ecology and geospatial services to a wide range of public and private-sector clients.

Challenge

LUC has 280 employees dispersed around the UK. Prior to the pandemic, the company was using Microsoft Teams for online meetings and a separate hosted telephony solution for phone calls.

Stuart Hogg, ICT Manager at LUC, says: "The pandemic transformed the way we worked, and the coexistence of our two disconnected communications tools began to cause problems. We recognised the need for a better, more integrated telephony and communications solution."

Any new telephony system would need to integrate fully with Microsoft Teams, which was deeply ingrained within the LUC business. Stuart asked IT solutions consultant Keith Bartlett of SaaSCom to help the company find a new Teams-centric telephony solution. SaaSCom guided LUC through a competitive tender process with three potential vendors.

Solution

Stuart says: "Keith's expertise played a key role in helping us find a communications system vendor and platform that worked for our business. The proposal from GoTo stood out from the rest, offering by far the best solution combined with ongoing support."

Keith Bartlett of SaaSCom, says: "The GoTo Connect integration with Teams is simple but powerful. Teams remains the user interface, which LUC staff are familiar with, but the telephony is powered by the GoTo Connect engine behind the scenes."

Stuart says: "The transition to GoTo Connect went very smoothly, which is a tribute to the skills and attentiveness of the onboarding team at GoTo, who worked through the implementation with us at pace."

LUC initially bought 250 GoTo Connect licences and signed a five-year contract with GoTo, reflecting its confidence in the telephony technology.

> "The GoTo Connect product and its integration with Microsoft Teams works amazingly well. It is simple yet hugely powerful. Working with GoTo was outstanding – from the pre-sales process to onboarding and issue management. The whole experience had the X factor."

Stuart Hogg
ICT Manager, LUC

Results

Stuart says: "I cannot speak highly enough of GoTo Connect because it just works so well. It has enabled us to converge our telephony and communications into a single application with a single feature set. It makes our life so much easier, and that is its greatest benefit."

When switching to GoTo Connect, LUC decided to introduce new telephone numbers across its business. GoTo Connect gave LUC greater flexibility in its dial plans which can be created via an intuitive graphical interface. This gives LUC greater flexibility and empowers non-IT staff to make changes, as and when required.

Stuart adds: "Choosing GoTo Connect was principally about improving and simplifying our communications tools to enable better customer interactions. As an added benefit, it has reduced our costs by approximately £3 per user per month. That equates to a significant saving across our 280 employees."

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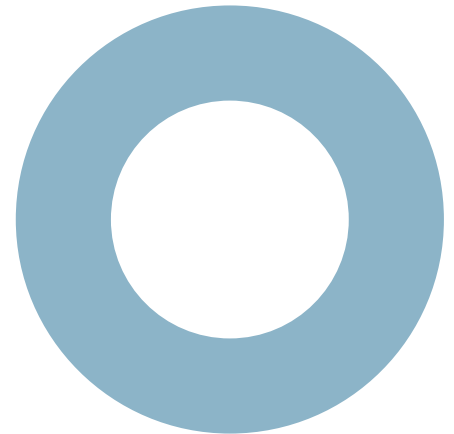
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