



**Client:** *Coverworld UK Limited*

**Location:** *Bramley Vale, Chesterfield*

**Solution  
Provided:** *VoIP telephone system.*

We have been a customer of 1<sup>st</sup> Call since 2006 when we had our first phone system from them which was a Panasonic KX-TDA100. This system gave us everything we needed and lasted us until we had to upgrade due to the ISDN system being switched off.

The system was still going strong and would probably have lasted us many more years but as we knew we had to change we decided to do it well ahead of the deadline so in 2021 we started to look at what was on offer and of course after many years of great service we turned to 1<sup>st</sup> Call.

They met with us a couple of times, discussed our needs and presented us with a variety of solutions and costings, we decided to go for an option with refurbished handsets which saved us money and to be fair the handsets still looked brand new but it meant that we could upgrade, make ourselves future proof and even better, save money every month.

The customer care team at 1<sup>st</sup> Call are fantastic, if I ever have any issues they are very responsive and you get to talk to a person straight away who can help you, unlike some organisations where your only option is to report faults online.

With the new system I also received training on the management portal which means I can make changes myself, things like changing extension names etc. without having to contact 1<sup>st</sup> Call which I find useful.

Overall I would definitely recommend 1<sup>st</sup> Call to anyone looking for a new telephone system.

Carl Bowman  
Purchasing Manager