



Com Limited

VoIP Phone Solutions for business

EXPERTS IN EFFECTIVE TELECOMMUNICATION AND SECURITY SOLUTIONS



Client: Wilkins Vardy Estate Agents

Location: *Chesterfield*

Objective: *To find a new future proof telephone system that will replace the current one, which was necessary due to the forthcoming cessation of old analogue lines. At the same time to add new features and additional handsets.*

The initial stage:

Wilkins Vardy strive to give their customers an exceptional level of care and attention and wanted to ensure that their customers could easily contact them to discuss their needs, in a competitive business it is important to never miss a call so a reliable system was essential.

We met to discuss their exact requirements, having centralised their operation in Chesterfield it was important that the telephone numbers for each of the branch sites would ring through to the main office so that no opportunity was lost.

A CAT5 network was in place already and broadband offered good speeds, therefore a VoIP telephone system was the perfect solution for them.

The installation process:

The installation of the new system went very smoothly and we ensured that everything was in place and working before we diverted the numbers to the new system, this resulted in zero down time and no loss of potential business.

Once the new phones were in staff were trained on how to use them which was very straightforward and the whole thing was stress free.

The result:

It was a very easy process and there was no disruption at all. The new system meets all their requirements and they were very happy with the features and benefits it offered.

They continue to be looked after with the protection of our maintenance and support contract which offers complete peace of mind and protects against all potential issues.

Recommendation:

Having worked with 1st Call for many years now I had no hesitation in inviting them in to discuss our requirements.

For good practice I did contact another provider to get a quote from them and 1st Call came out on top both commercially and technically, quoting me for a superior solution not just trying to win the business by being the cheapest.

I have no hesitation in recommending them to any other estate agents or indeed to any other organisation.

*Dan Elliott
Managing Director*

