
Hosted Voice Solutions - 1st Callcom Ltd

T: 01246 439800
E: sales@1call.co.uk
W: www.1call.co.uk

1ST CALL

Com Limited

Fletcher Plant Limited



Client: Fletcher Plant Limited .

Location: Sheffield.

Objective: Due to a move in premises an upgraded telephone system would be needed which would be future proof and give added features to both staff and customers.

The Initial Stage:

A full in depth survey of the new site was conducted by 1st Call's Technical Director during the survey we spoke about different options due to the fact our new premises had been networked it was recommended that a hosted phone system would suit us best as it fitted the criteria we had outlined.

As we wanted a system that would bring our telephony system to the 21st century this solution worked, we have integrated our main door intercom into the phone system so that it now rings the four main reception handsets so whoever is at the door the call always gets answered promptly.

The Installation Process:

Our initial move date altered and the layout of the building changed slightly from our survey but 1st Call worked with us in order to complete the install in the time scales given, the engineers were on site at the time given and completed the work in a timely and professional manner, any request wasn't too large and they went above and beyond to help when required.

To help us adhere to our new move date 1st Call even worked on the Saturday to finish the last few jobs required and this was done with no fuss or questions, by doing this it allowed us to have a fully operational phone system on the Monday as planned.

The Result:

A 21st century phone system which is simple to use and has a host of features, allowing us to integrate the door intercom is a great feature and having the ability to integrate a CRM system is also a great benefit.

As we have multiple divisions the benefit to see which one has been called is a great feature as it allows our staff to action the call straight away for the right company which not only saves time it also allows us to log what calls are coming in for each company.

Recommendation:

1st Call have looked after the phone systems at Fletcher Plant for over 15 years.

When we moved premises I had every faith that 1st Call would provide the correct solution and they did! As always, I was given the right information and in terms I could understand.

If anyone ever needs a company to install a new phone system then I would always say 1st Call, they are knowledgeable, helpful and will always go above and beyond to help with any query no matter how small.

Michelle Loy - HR Manager

