
Telephone System Solutions - 1st Callcom Ltd

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1ST CALL

Com Limited

Crags Health Care



Client: Crags Health Care.

Location: Whitwell & Creswell.

Objective: To replace the out dated and unreliable Avaya telephone system at the main site and the branch site with a new system that can link the sites together and utilise new technology to make savings on call charges and improve patient access.

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The Initial Stage:

At the initial meeting and appraisal of the sites the pro's and con's of an on premises system versus a cloud based solution were discussed. Due to the number of handsets and relatively low call spend, the on premises system was a better financial proposition over a five year period and offered all the features that were required.

The Installation Process:

As all the wiring was in place the installation process was very easy and as we were porting the lines to SIP trunks we were able to install the new system alongside the old one which meant that there was no disruption or downtime. We are very conscious that as a surgery downtime is not an option and that is why we plan installations in medical centres and in fact anywhere, to minimise disruption.

The Result:

Both sites now have reliable, feature rich and future proof telephone systems, they are able to queue calls to improve the patient access experience and to record calls for their peace of mind and for training purposes.

On top of that the new system with all its features is costing less on a monthly basis than the old unreliable one so a great result all round.

Recommendation:

I dread any project like looking for a new phone supplier as there is so much to do on a daily basis. I found myself coming to the end of a contract that was not working for us and knew I would need to change provider. I am new to Practice Management but had spoken to other Practice Managers and 1st Call was recommended to me by a few who's judgement I trust.

I contacted Andrew and also four other suppliers for quotes and advice. Instantly I was drawn to Andrew's honest easy going approach. I like things made simple and Andrew gave me a clear comprehensive quote and then left me to decide.

The value for money and step by step contact were the main factors in our decision to go with 1st call. Andrew was always on hand to talk through any questions and I basically had nothing to do but wait for the installation dates.

The team were very easy to work with when they came to fit the new system. So friendly (and apart from making them tea on a regular 30 minute basis ha ha) they just got on with the job, allowing us to run the surgeries as normal.

1st Call offer helpful honest advice and they have excellent prices too. I would recommend Andrew and the team to anyone who wants life made easy.

Nina Chambers - Practice Manager

