
Traditional Phone System - 1st Callcom Ltd

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1ST CALL

Com Limited

The Duke Of Gordon Hotel



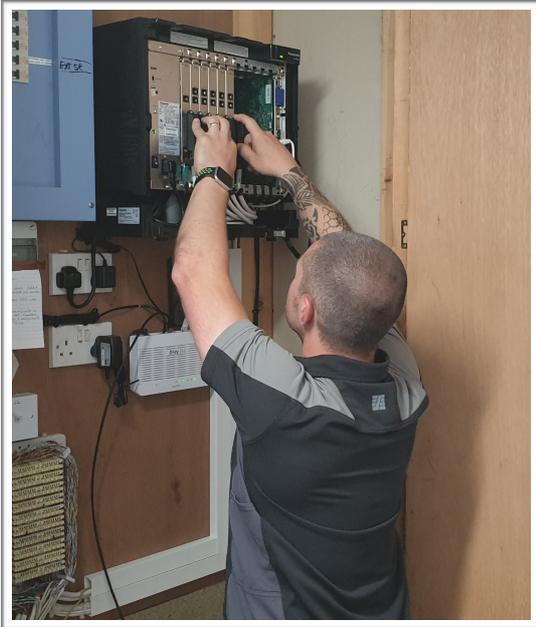
Client: The Duke Of Gordon Hotel.

Location: Inverness-Shire.

Objective: We have been using 1st Call at our other sites across the UK for years but hadn't got round to incorporating their systems into our Duke of Gordon site. When our old system started to lack what we were looking for, we thought it would be the perfect opportunity to contact Andrew to see what they could do for us. Straight away we appreciated how easy their approach was and we opted for a traditional phone system.

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The Initial Stage:

We decided to approach 1st Call due to the fact that we have been using them for years at our other sites and after an initial meeting to discuss the options available to us, we decided the right approach for the business and got everything set up and ready for install.

The Installation Process:

The engineers arrived on site and installed the telephone system. They connected 77 bedrooms to the new system as well as the main office and reception. There was minimal disruption and no guests were disturbed during this installation, as the engineers worked

around our guests needs.

The Result:

We have always been impressed with how smoothly everything runs with 1st Call and this job was no exception. The new system works brilliantly; The audio quality has also improved significantly, the overall functionality is better too. I have no concerns with anything 1st Call have done, even if I did, I know they would be right there to fix any issues I have. Nothing is too much trouble for these guys.

Overall, I am pleased with how quick and stress free this whole process was and how the team at 1st Call were so honest and open with their approach.

Recommendation:

Without a doubt, I would recommend 1st Call.

It was quite a bespoke system we needed putting in for the hotel and the existing wiring we had was old.

From dealing with Andrew and then him finding a solution for us, to then arranging a date for the engineers to come and install, it was not at all a long process.

The engineers arrived exactly as they said they would on the Monday and everything was up and running by the Wednesday.

They were brilliant, if you asked them for something the answer was always 'yes'.

Drew Southcott - IT Manager

