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Hosted Voice System - 1st Callcom Ltd

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**Com Limited**

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# Truckers Limited

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**Client:** Truckers Ltd.

**Location:** Sheffield.

**Objective:** To improve our telephone and internet solution with the installation of the latest hosted telephone system and fibre to the premises broadband which can deliver speeds of up to 300MB.

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Strowger House Ravenshorn Way Renishaw Sheffield S21 3WY

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### ***The Initial Stage:***

We decided to go with 1st Call as we know them from working on a site of ours in Killamarsh. They had many appealing qualities about them in that; they are local, Andrew the MD is very agreeable and there is never any pushy sales jargon, we appreciated the straight forward process that 1st Call delivers and felt very comfortable with them.



### ***The Installation Process:***

All I can say is that I am beyond impressed by how smoothly everything went, the engineers were friendly, very professional and installed everything with minimal disruption, there was a short 10 minute period where we lost a few calls whilst things were being installed, but all I say to that is: "Make a cuppa, and have a short break!"



We really appreciated how honest Andrew was in his approach, after dealing with a provider that we were very unhappy with and who we could never get in contact with unless we wanted to buy something else from them, it was refreshing how available the team at 1st Call are to help out where they can. If you couldn't get in touch with Andrew there's also Steve, Claire and Jo who are just as friendly and helpful.

### ***The Result:***

We are very happy with the result of our new system, the sound quality is amazing, it's easy to use and the speed of our computers with this new fibre broadband connection has vastly improved. We're experiencing no problems but I am sure if we were 1st Call would be out to solve the issue in a heartbeat.

### ***Recommendation:***

I could not recommend them enough. The whole team there are friendly and nothing you ask is too much for them. After being unhappy with my last provider I can say, with absolute certainty, that we made the right decision to move.

I would not hesitate to recommend 1st Call.

Penny Clayton

