
Hosted Voice Solutions - 1st Callcom Ltd

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Wentworth Garden Centre



Client: Wentworth Garden Centre.

Location: Rotherham.

Objective: To improve our telephone and internet solution with the installation of the latest hosted telephone system and a 100 MB leased line.

The Initial Stage:

We have a long standing relationship with 1st Call, having been with them for many years and the service that we have received has always been top notch. This ensured that when we were in search of a new phone system we immediately thought of 1st Call.

We had a few reasons as to why we needed a new phone system, one being that our old system was up to capacity and the fact that the business was growing rapidly meant that we did need something brand new that gave us more opportunities.

The Installation Process:

An issue we faced was that we couldn't have new phones on our current system so the team at 1st Call would have to come in and install a brand new one across our - quite large - land of business.

So, initially Andrew came to site to chat to us, we went through a few options and what this whole process would entail. We quickly learnt that a new hosted system would be cheaper on a monthly basis than our current system, which was a huge plus. From there, we looked at the quotation and of course accepted it.

There was a bit of a wait, not at all due to 1st Call but before this process began we had to put a leased line in and this process took a bit longer than we had hoped. 1st Call kept us updated throughout this whole process and made sure we understood what was happening and kept us involved. Once this was all done we received a phone call from Cris at 1st Call letting us know they were ready to install.

That was it, Andrew and his team took it from there. The engineers arrived and were friendly as always, they got straight to work and were in and out in 2 days.

The Result:

We are very happy with the new phone system, our old system was relatively basic and there are a lot of new features we haven't tried out yet but we're looking forward to it! Overall, we're really pleased with the outcome, especially the voice quality of the calls we are taking now and how easy it is to use.

Recommendation:

We've been with 1st Call many years and if we weren't completely happy, we wouldn't have let them install our latest system! We often receive calls from other providers letting us know what they can offer us but we've never pursued them. We trust 1st Call completely and are always happy with their standards and their service.

Rob Monk - Commercial Manager.

