
Telephone System - 1st Callcom Ltd

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Emmett Carr Surgery



Client: Emmett Carr Surgery.

Location: Renishaw.

Objective: To replace our out dated Avaya telephone system at our Main and Branch site with a new system that could offer the practice more up to date features, reliability, and incorporate a call recording system whilst making savings on call charges and improve patient access.

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The Initial Stage:

We spoke to other practices to gain recommendations regarding telephone suppliers, the features that their telephone system offered and also the efficiency in the event of a fault. 1st call seemed to be the preferred supplier of the practices that we spoke to. We contacted 1st Call and quickly set up a meeting date.

Andrew was excellent he explained the different systems, explained the options and left literature with us to make an informed decision. We decided to go with the cloud based system to try to avoid further costs in the future.

The Installation Process:

Minimum disruption was our priority so the installation was planned on a day when we were closed for a half day of training so they started the install in the morning and completed the changeover on the following morning at our Branch site so disruption was kept to an absolute minimum. The staff who were around on the day were given training on using the system and the engineers were also on site at 8am the next day to give reassurance and resolve any issues that we may have had.

The Result:

Both sites now have a reliable and future proof telephone system which has enhanced features like call recording, call queuing, a welcome message which we can update easily by recording any updated message on our smart phone and emailing to 1st call.

We no longer need to switch the phones manually in the morning or the evening or on training days. We have call recording on the reception telephones to help with training and clarification in the event of a query. The new telephone system with the enhanced features is more cost effective and reliable.

Recommendation:

Like many other people I dislike change but am smart enough to know that we need to keep evolving and most changes are for the better. Moving over to 1st call was definitely a smart move and a change for the better.

The team are really helpful they don't blind you with jargon and have a clear and honest approach, no empty promises and are quick to answer any queries that you may have.

I would not hesitate in recommending the 1st Call team they are professional, helpful and always on hand if you have any questions. My only regret is that I didn't move over to them years ago.

Stella Hague – Practice Manager

