

CASE STUDY

INDUSTRY: INTERIOR DESIGN

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“The Technology Group are a committed provider of a good and reliable service with friendly personnel. They were always on hand prior, during and after implementation, and are always available to provide the right support.

Their solution has allowed us to better service our clients since we don't have any downtime or hardware issues.”

- Patrick, Financial Controller, AIS

Company profile

- Advanced Interior Solutions are an award-winning interior design company that work on a variety of projects including workspace design, full fit-outs and refurbishments.
- They've been in business for 25 years, and have offices in London and High Wycombe.

The problem

- A new London office was opening up in 2015, so they needed to link their offices' communications.
- Users from both offices (and project sites) needed to be able to communicate with each other using one system. So their new set-up had to be faster, more consistent and reliable.
- They needed a system that could grow with them.

Hosted telephony solution: highlights



Reduced line and call charges, cut costs by up to 30%



Improved communication with clients and between offices



Internet speed and reliability increased, with the introduction of a dedicated leased line



Better call handling and monitoring improved resource allocation



Our solution

The details

Hosted communications

Modern, seamless and easy to use.

We provided Advanced Interior Solutions with a new hosted solution using our Horizon offering coupled with new easy-to-use Cisco handsets.

Direct dial calls are easily recognised, so it's quicker and easier to transfer and prioritise client calls. Calls between sites are now internal, which has slashed call costs by 30%.

“The Technology Group’s service stood out to us, as they recommended the use of BT leased lines, including the Cisco system, which met our requirements. They also provide a consistent and reliable back-up service. The main benefits of using our new leased line are the controllable cost, portability and reliability.”

- Patrick, Financial Controller, AIS

Leased line

Increased internet speed and super secure reliability

Advanced Interior Solutions required a reliable system to connect their sites – and a faster connection to keep up with their daily requirements.

We provided a dedicated leased line to upgrade their systems to superfast 30meg internet. Now they have a more fluid, fast experience. They can load data faster, and provide a consistent service even during busy periods.

“The best part of the new system’s functionality is the clean design and clear handsets, including flexible programmable features.”

- Patrick, Financial Controller, AIS

