



Case Study: SIP & System Install

Here's what we did...

In January, 2017 we engaged with The Insurance Partnership Financial Services Limited, an established financial services company based in East Yorkshire.

Like many companies, we speak to, they had a well-worn telephone system which needed upgrading due to their continued growth and evolving requirements. Their digital lines (ISDN30) were at capacity and the recurring monthly costs were relatively high.

We recommended replacing the existing Panasonic system with a brand-new NEC SV9100 which offers vastly improved functionality. We also explained the benefit of phasing out the costly ISDN30 lines with scalable SIP Trunks, to run call traffic over the existing fibre connectivity and thus reducing line rental costs and call charges.

Working closely with the client's in-house IT team, we installed and configured the new system and SIP trunks to avoid any unnecessary down-time to the critical communications. On-site training was also provided to key members of the company to ensure that the transition was smooth and the enhanced functionality was maximised.

We also integrated the client's secondary site by implementing IP handsets, which negated the need for the two sites to require independent telephone systems and thus incurring further costs.

Following installation, we'll continue to work with the client to endeavour to maintain a top level of service and build on what we hope will be a fantastic business relationship.



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Here's what they said...

As a financial services organisation, communication is key and, as is the case with many businesses, we simply cannot function without a reliable and resilient system.

River carefully identified our exact requirements through detailed discussions and site surveys and then delivered the solution we needed.

Install challenges were overcome quickly and now we are delighted to have a telecommunications system which is dependable, user friendly and scalable. Furthermore, and importantly, our new solution also provides us with significant cost efficiencies which will enhance our business performance even further.

From end to end and in all departments, River have matched our expectations and we would highly recommend them as a trusted and skilled outfit.

Paul Newman

A handwritten signature in black ink, appearing to read "Paul Newman".

Director

The Insurance Partnership Financial Services Limited