



Case Study: System Install & Move

Here's what we did...

In early 2017, we first engaged with Duncan Rann Associates Limited, a law firm based in Hull.

Using a shared phone system with their co-tenants, there was an initial need to separate out the client's services so that they could take greater control over their telecoms. By installing a new telephone system solution to the building and replacing costly ISDN30 digital lines with cost effective SIP channels which could be split out to the relevant users and scaled up and down as necessary, this primary goal was achieved.

Continuing to work with the client over the next 12 months, they came to us when they decided to re-locate to a new office. We put together a further proposal for them to install their own telephone system with integrated SIP channels at their new office, allowing them to retain all their existing numbers.

By tightly managing the system installation, re-cabling work and number porting process, the customer could plan the other elements of their office move, with confidence that the phones would be working when they needed them to.

By providing continual customer support, we have been able to implement any changes which the client has required from time to time, including changes to capacity requirements, system alterations, and call management needs.



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Here's what they said...

As a legal firm, our ability to communication with our clients is absolutely paramount. We need a system in place which is dependable and a provider who we have utmost confidence in.

To begin with, we benefitted from utilising the new system and SIP channels which were installed in our former building and now we have moved to our new office, we are really pleased with our new telecoms set up which helped us re-locate and continue our business as seamlessly as possible.

The initial costs were managed well and the on-going costs are very competitive. Moreover, we can enjoy all the features which the solution offers which allow us to work effectively and efficiently.

The customer care and support we receive from River is excellent and we know that they will go above and beyond to make sure any issues are resolved quickly and any requests are met in a friendly and responsive manner.

Janine-Marie Chatwin

Office Administrator

Duncan Rann Solicitors