

CUSTOMER CASE STUDY

aviantelecoms
fixed • mobile • cloud solutions



Name:
South Eastern Carpentry
Industry:
Construction



CHALLENGES

Provide a full review of the existing telecoms at the head office to improve call handling and help achieve savings on the telecoms budget. The existing lines were split over 4 incoming and 4 outgoing lines and the main telephone number was not being presented out to callers resulting in calls sometimes not be dealt with efficiently.

A desire to streamline and save money on the mobile telephones had always been a priority, but providing a network that would deliver reliable coverage in the many ongoing project sites across the South East was a challenge. To find a supplier that could provide a fully managed implementation plan with sufficient technical support for the various devices within the company.

SOLUTIONS

Avian completed a thorough analysis of existing bills and on-site systems and recommended a complete managed solution.

The existing lines and calls were transferred to Avian enabling further analysis of the number of lines required and add services such as presentation number to ensure everyone can see who is calling them. The programming of the existing telephone system was also undertaken by Avian engineering to ensure a seamless transition working in conjunction with Open Reach.

Avian provided a trial mobile handset that was tested by the management team at all sites over a couple of months to check which of the mobile networks served their needs best. Upon completion of the trial a solution was put forward and a fully managed port of all devices with Avian's on-site mobile specialist ensured all users were able to move to the new service with all data intact and minimal downtime.

RESULTS

A successful transition for fixed and mobile services to Avian Telecom with minimal disruption to service. A real saving against the existing Vodafone bill of £3,332.40 along with savings on the calls and lines of £1,650.

I would like to express my thanks to Avian for a quick and pain free transfer of our telephone services and mobile phones. The support that was provided was first class, being both patient and professional. A major concern we had was with regard to the changeover of mobile provider and handsets, which I am pleased to confirm went smoothly at every stage with your support.

Petrina Hines, Business Operations Manager