

Customer Success Story – Sipstream VOIP

The client



Chertsey
Museum

*The Museum of the Borough of
Runnymede*

“Our phones looked like part of the museum but not any more! The transition to the new Multidata SipStream system was very smooth, if we had any issues there was always someone we could talk to. We love the auto attendant and the ease of recording details of upcoming events and opening hours”

Emma Warren, Museum Curator

The issue

Our client were wondering what they were going to do. Their old BT system was starting to fall apart. It was about 11 years old and was starting to look like an exhibit!. The service was poor and to make matters worse budgets were being cut, there was no money left in the pot for new equipment.

Our brief

To provide a new flexible phone system facility without incurring an investment into PABX equipment and annual maintenance contracts while at the same time reducing operating costs and call costs.

Our solution

We set up the museum on our hosted VOIP service SipStream, ported current DDIs and publicly listed numbers. We added an auto attendant with message recordings for opening hours/upcoming events, virtual fax and hunting groups. Low cost Yealink deksphones and Gigaset Dect phone were also supplied ready to “plug and go”. The new system ran in tandem with the old system until the number ported such that a completely seamless switchover was effected.

The result

The client made costs savings from day one and continues to save especially on outgoing calls. The public calling in now have a much better customer experience as they have access to much more information and their call is handled much more efficiently.

Put us
on the spot
And ask for
a **free** quote
today

