

Customer Success Story – Sipstream VOIP

The client



A leading Gloucestershire based Website Design Agency.

“ After rising costs and lack of first-line support (in the UK) from our previous supplier (BT) we chose to switch providers and so chose MultiData due to them being a relatively local company, competitive pricing and provision of a dedicated account manager. MultiData handled the entire switch over effortlessly ”

Rob Waite, Director

The issue

Hostpipe, a successful Web Site Design Agency needed to move to larger offices to cope with their growth. In addition to requiring even faster broadband speeds to cover rising bandwidth demands they also wanted to take advantage of the flexibility offered by the latest IP Telephony solutions in order that their level of customer service and contactability would be second to none.

Our brief

Having already switched to us for broadband and telephony at their former offices after their incumbent supplier performed poorly, they turned to us to advise on and design an integrated high speed broadband and VOIP solution for the new office.

Our solution

We installed and configured our Sipstream hosted voice solution with hunt groups, voicemail to email, music on hold, call re-routing and “smartphone software” features over a Goldstream Max voice optimised ADSL. We also installed new X-Stream broadband running at higher downstream and upstream speeds to provide much increased bandwidth.

The result (in Robs words)

“I won’t lie, there were some teething problems but we did have a very complex set of requirements, however MultiData were always on hand and helped us work through any problems that occurred in a logical and precise manner. Now that we are “bedded in” and everything is running smoothly, with faster and more reliable broadband connections and a flexible VoIP system we are wondering why we didn’t move offices earlier!!”

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

