

Customer Success Story – Sipstream VOIP

The client



“ I just couldn't fault the guys at Multidata. We took our time deciding to roll this out but once we said GO, that was it, action stations. . Their project management was faultless and everything went like clockwork. ”

Tina Ackary, Managing Director

The issue

PMG Company, a successful and well known supplier of heat shrink tubing based in Wootton Bassett were finding their antiquated analogue voice system was costing more and more to maintain and was not flexible enough to cope with the demands of a sales driven and customer focussed dynamically growing organisation.

Our brief

As their preferred broadband supplier and ISP of choice we were asked to propose a pure IP transport based telephony solution that would suit them both now and far into the future and which would allow them to easily adapt to changing economic situations.

Our solution

After a lengthy period of consultation and listening to all the company departments as well as their 3rd party IT suppliers we installed a Sipstream hosted VOIP service with a number of hunt groups, out of hours facilities, voicemail to email, music on hold, conference room facilities and dynamic call routing. Polycom 331 telephones were configured and installed and various operational training was provided to key staff.

The result

PMG company never misses an important sales call, staff are much more relaxed and their annual telephony costs have been cut by over 30%. Even during very busy periods or over bank holidays and weekends customers still receive a very high level of care and response.

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

