

# UP

CASE STUDY

Transport

# Resilient



# CASE STUDY



## The Customer

A fast growing family run business in partnership with multi-award winning Pall-Ex network, Surrey Pallitz offer unparalleled levels of service for pallet pick up throughout the UK and Europe. Their service will see the delivering of collected pallets to locations throughout Surrey, West Sussex and Kent.

## The Challenge

With a move into a new purpose built location, the building was a blank canvas so a complete telephony solution was required:

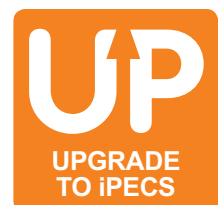
- Communication was essential to seamlessly work with over 100 depots on a daily basis
- With customer service and bookings being core to their business, a simple, flexible and resilient solution was vital
- With Surrey Pallitz growth, they required the flexibility for a second company to run through the same system
- With daily calls both internal and external being a long winded process, communications through a speed dial set up for frequently used numbers was requested
- Staff collaboration was a challenge with roaming staff being restricted to desk based calling

## The Solution

- iPECS eMG80 system for delivering a reliable and flexible communication platform that can scale with growth
- Easy to use LIP-9030 handsets
- Cordless handsets (DECT), for staff on the move around the site

## The Benefits

- Having the speed dial functionality for frequently used numbers has been invaluable to business productivity and efficiency as calls can be made through one simple click of a button
- Staff have the added benefit of accessing the eMG80 telephone system to amend and add speed dials as required
- The eMG80 is not only cost effective but resilient ensuring Surrey Pallitz is always connected
- With cordless DECT handsets, roaming staff are now fully equipped to receive customer and staff calls, and can easily direct calls to the best skilled person



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how we can help your business.**

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