

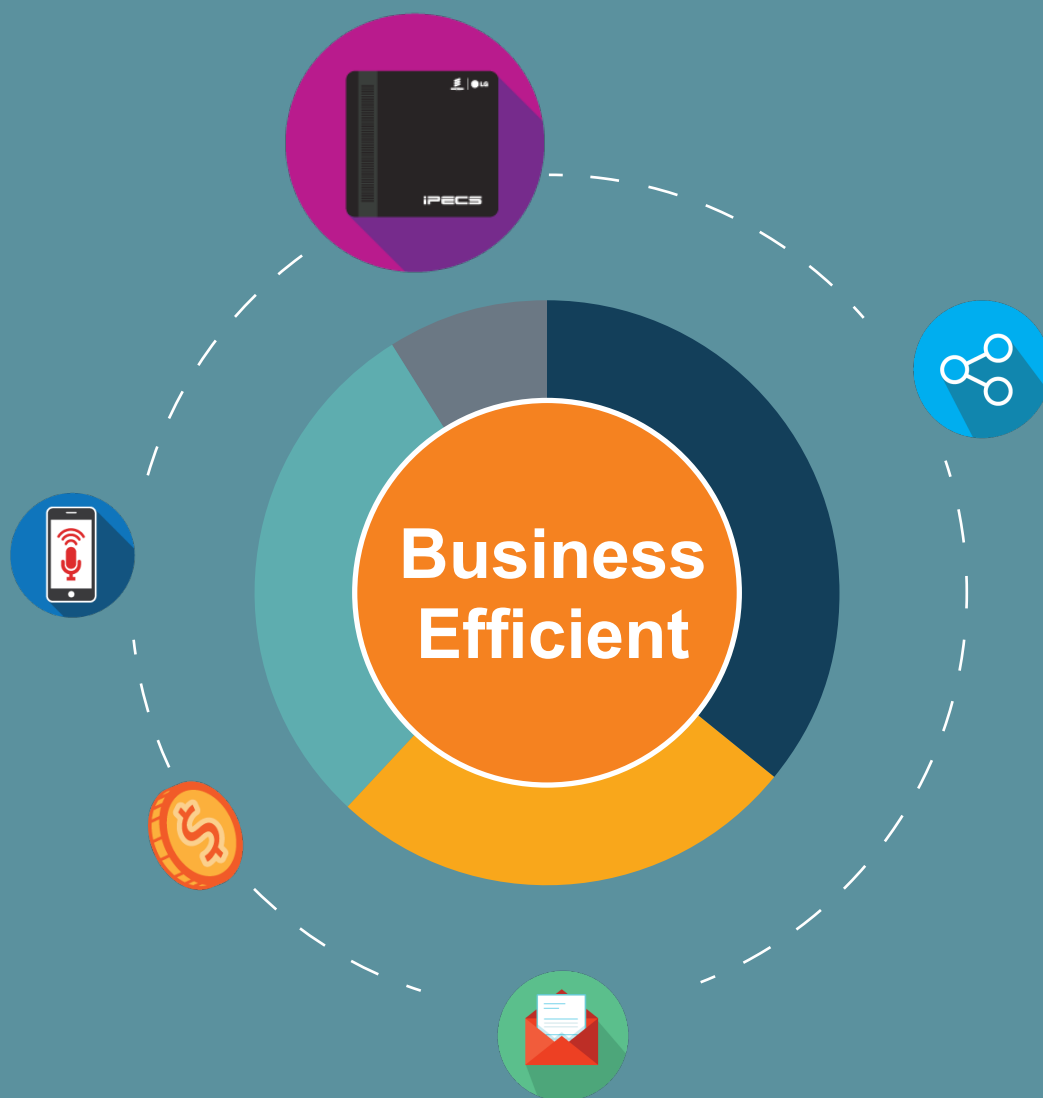
UP

CASE STUDY

Vets

“Customers can now get hold of a member of my team even at busy times, which means we aren’t losing business to the competition and as a result we are seeing a fantastic return on our investment.”

Anthony Piercy, Owner, Warren House



CASE STUDY



The Customer

The Warren House Veterinary Group has been offering pet healthcare services for over 30 years. They are an independent, family run business with a team of 50 across 4 practices in Kent.

The Challenge

The Group required a simple solution that would provide them with:

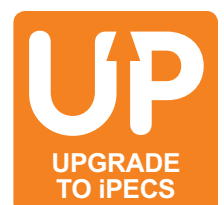
- The ability to network the four sites together to reduce costs and improve business efficiency
- Overflow call handling so that customers can get through to a member of the team if Reception are busy during peak times
- The ability to see which staff members are available and who is busy with a patient
- Call recording for training and monitoring purposes

The Solution

- iPECS eMG80 system delivers a reliable and flexible communication platform
- Easy to use IP and digital phone handsets, across all sites
- Mobile staff are easily contacted through cordless handsets
- Voicemail to email, enabling staff to quickly return important calls
- Overflow call handling, delivering an improved customer journey
- Call recording to improve customer service

The Benefits

- An eMG80 could run on the existing cabling and provided a futureproof solution by using SIP functionality
- IP phones allow staff members to roam throughout the office and work remotely. The Practice Manager can now work from home and move easily between sites
- Customers can now get through to a member of the team even during busy times thanks to overflow call handling
- Presence enables staff to easily see when a colleague is available to take a call
- Ad hoc call recording allows the management to monitor customer service and provide better training to staff



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how we can help your business.**

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