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Installation of a Hosted Telephone System at Carr & Priddle

Carr & Priddle are Commercial Property Consultants and Surveyors with 15 employees. Established in 1994, they offer a complete property service from their headquarters in Brighton.

Key Objectives

- Update and modernise system
- Improve flexibility of system to meet changing needs of growing business
- Improve ease-of-use of phones
- Improve functionality of phones with more features e.g. Voicemail to email and call conferencing
- Reduce and regulate costs

Reasons for change

Before upgrading, Carr & Priddle had a legacy phone system that was failing to meet their business requirements. Carr & Priddle Partner, Tony Carr, explained the need to modernise: "It was a very old system. **We wanted phones that are easy to manipulate, modern and that work.**"

Cavendish recommended the Hosted solution after assessing the size of the business and the need for increased flexibility and functionality.

Why Cavendish?

When asked why Carr & Priddle chose Cavendish to upgrade their telecoms, Tony explained that "**Cavendish is friendly and prepared to go the extra mile.** We always have challenges in our business. We don't always know the answers but you usually come up with a solution!"



The Installation

The new system was ordered in April 2014 and installed within a couple of months. Chosen in part for its flexibility and scalability, the system has since been updated with new users added. In order to meet the increased demands on data made by the additional users, Cavendish also upgraded their broadband. The updates to the existing phone system took no more than 30 days.

Benefits to the business

Commenting on the benefits that the Hosted solution has brought to the business, Tony notes that "**it's very easy to use and the conference facility is great. The phones are compact and functional.**"

In terms of the financial benefits, he explains that "**the way the system works, we've actually levelled off the costs so we know virtually what it's going to cost us every month and you don't get those tremendous spikes.**"