

Supporting businesses across the South East since 1990

Installation of a Hosted Telephone System at Interact

Interact is the largest theatre-skills organisation in Britain. It has been in existence for over 20 years and delivers training, development and communications solutions for clients in the UK and worldwide.

Key Objectives

- To reduce monthly spend on telecoms
- To future-proof the telephone system
- Enable a more flexible working approach

Reasons for change

Interact were seeking to upgrade their phone system to take advantage of advances in technology. The organisation were also keen to replace their old, expensive system with a modern VOIP system, offering more features whilst saving on costs. The old system, while still functioning, was no longer offering value for money and not taking advantage of technological advances over the last few years.

The Installation

After an initial consultation, and consideration of a number of options, Interact's installation took place in August 2016.

"The process was smoothly administered, with Cavendish's Account Management team keeping us regularly updated on progress. On the day, their engineers were quick and efficient. Cavendish's trainers provided excellent after-care services and were prompt at replying to technical questions - no matter how small or straight-forward!"

Benefits to the business

- New features enable remote working, for when staff need to be mobile or working away from the office
- A significantly reduced monthly spend
- Increased call quality -
"The sound is louder and clearer!"

INTERACT.
putting learning into practice



Why Cavendish?

"Cavendish made it easy for us - they were consultative, cost-effective and consistent throughout the whole process. The call quality is noticeably better, and our monthly bill is much lower."

Why did they choose us over other providers?

Interact approached a number of companies for quotes to upgrade the company telephony system.

"Our criteria was simple - we wanted value for money; a provider who could use plain English rather than jargon; a business who wouldn't go for the hard sell; and who were efficient and prompt with their customer service. Cavendish ticked all of these boxes, whereas many of their competitors couldn't."