

# CASE STUDIES

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Client : Recruitment Consultants

Time as a Customer : 2 Years

## Client Profile and Scenario

Our client is a Recruitment consultancy located in the West Midlands. With over 20 years of combined experience between them, our client decided to open their own agency. Having already established clients for their services, our client needed a reliable and robust IT solution for their needs.

## Solution

For our client, we designed and implemented the network solution ourselves. This included the cabling solution as well as the hardware and software that they needed. As our client was impressed with the network solution provided to them, they then wanted to invest in some of our other services as well. Our client opted for our Platinum support solution. They chose Platinum not only because it was a cost effective solution, but they were getting the highest quality of support available. Because they are always busy with prospective customers, they liked the fact that we could remotely fix many of the problems they experienced, via our remote support tool.

After we gave our client a free trial of our VOIP solution, they were so happy with it that they didn't give it back but signed up for the service instead. Having being quoted massive amounts for a dedicated PBX solution, they figured that they would be getting more features with our VOIP solution for a fraction of the cost of a PBX solution. The low cost of calls to mobiles was also attractive to them, because from how they worked it out, they were going to be saving massive amounts of money on telephone bills.

Initially our client started off small but rapidly expanded their operations. We assisted them throughout all their growth. What started as a small recruitment firm has now expanded to a medium sized firm with an onsite online training facility. What has remained however is the high quality, cost effective solution that we provide.

Services Used :

SMS Platinum Support

SMS VOIP

SMS Consultancy

SMS Procurement

SMS Broadband