



armstrongbell

NETWORKS & TELECOMMUNICATION



Case Study:



The Problem:

Prosser Knowles Associates Limited is a leading independent Financial Planning and Wealth Management provider, with offices spanning Kidderminster, Worcester, Cheltenham and Gloucester.

With a growing client base, the family-run business appointed Armstrong Bell in autumn 2019 to resolve connectivity issues at its Gloucester based office, after experiencing significant difficulties with their previous provider.

The Solution:

Dedicated to providing tailored business communications solutions, Armstrong Bell implemented a fast and reliable broadband solution together with a sophisticated telephone system; which not only integrated all regional offices but also extended to individual mobiles, so that staff could liaise with other team members and clients when out of the office.

With lockdown forcing businesses to operate remotely, the new, flexible solution has proved vital for ensuring Prosser Knowles Associates can continue to operate without any disruption to client service.

The Outcome:

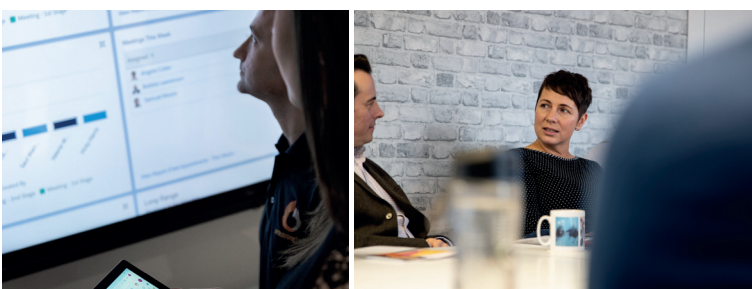
Dale Gough

Director of Prosser Knowles Associates, confirmed:




“Like many businesses, we had a contract with BT for a number of years, without thinking about looking for an approachable telecoms systems provider who would be able to tailor a solution to our needs.

I am extremely thankful that we appointed Armstrong Bell a few months prior to the outbreak of COVID-19, as without our new telephone system we simply would not have been able to maintain our client service level, whilst ensuring our staff could continue to work both safely and remotely. At a time when individuals are concerned about their personal finances, this would have been detrimental to Prosser Knowles Associates as a business.”



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