



ARMSTRONG BELL
NETWORK AND
TELECOMMUNICATION SYSTEMS

Passive savings

help pay for new telecoms

Designer watch company, Inter-City, have been able to add hi-tech control to its telephone system at the same time as keeping the traditional customer facing values insisted upon by its founder. The company supplies many 'must have' time pieces found on British high streets and works from premises in Birmingham and Hong Kong.

Working with specialist telecoms company Armstrong Bell, Inter-City has been able to install a new phone system by NEC that optimises productivity. One feature that manages access to international calls, particularly to Hong Kong, has already led to a welcome cost saving that could be as much as 10% of the systems cost over its lifetime.

Changes to Inter-City's phone system were instigated not for call savings, but to ensure their communications are not left on hold, giving them phones with the latest features that are readily adaptable to future growth.

Armstrong Bell supply powerful telecoms and call centre packages that allow even small teams to manage fluctuating call traffic. The system comes inclusive of slick supervisor control displays that give real-time updates on queues, calls answered and calls abandoned.

Armstrong Bell help by implementing changes to telecoms systems that create these passive savings, simply by engaging system features that are built in.

William Copley, Managing Director at Armstrong Bell said: "We work closely and collaboratively with all our clients. At Inter-City, our team worked with the IT department well, keeping them in the loop on the changes that were being made so that maintaining such a large and complex network didn't require a call out every day."



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Find out more information at www.armstrongbell.co.uk



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"Maintaining an excellent working relationship in which our client remains more than just satisfied is at the heart of what we do. If clients are well informed on the systems we install, then any installation or ongoing operational refinements can be easily dealt with, saving time and resources. This ultimately gives our clients ownership of their own phones."

Jason Snape, IT Manager at Inter-City said: "Working with outside telecoms specialists can sometimes be taxing. Some specialists shy away from showing you exactly how and what changes they are making. However the team at Armstrong Bell installed the new NEC system and trained us as IT specialists in how it operates so we can be the first port of call if any issues pop-up."

Receptionist Anita Jones who has been answering phones for over thirty years said: "I have never witnessed such a hassle free phone system installation. This by far is the best I have used. It's been intuitive to adapt to and it gives me so many useful features as standard."

Armstrong Bell is an authorised NEC reseller and provides telecoms solutions for businesses across the UK and offers a free call charges audit and no obligation quotations.

For further information call Armstrong Bell on 01527 834850 or email info@armstrongbell.co.uk.



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