

VOICE
MOBILE
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IT

VOICE

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Cooke & Mason Keeps Lines of Communication Open

Focus Group helps Cook & Mason overcome a major telephony challenge.

With the help of Focus Group, today we get 'more for less' where its telephony is concerned – benefiting from reduced bill spend, enhanced services and support, plus impressive toll fraud protection.

Challenge

Founded in 1976, Cooke & Mason are one of the UK's leading Chartered Insurance Brokers, ranked in the country's top 75 and employing over 120 insurance, claims and risk management specialists along with customer service and support staff.

Cooke & Mason were operating their calls and lines using multiple historical and complex systems which were provided by various suppliers. They were using a traditional old PBX connected to 30 lines which was insufficient for their business communications needs. The collection of old systems and processes were dated, unsupported and also highly expensive to continuously repair.



“Focus Group has been a pleasure to work with. They delivered a professional service to ensure we received the solution with no disruption to our business. Excellent service particularly impressed with the Engineers on the day.”

David Charles
Managing Director



The Solution

Focus Group carried out a review of its communications infrastructure in order to provide a new solution, which would increase efficiency, flexibility and reduce costs. Following Focus Group's recommendation, they were instructed to provide an enhanced solution for hosted telecoms, incorporating additional benefits and flexibility. The installation incorporated new Polycom VVX410 handsets – feature-rich phones with high definition (HD) voice, gigabit switch, plus an intuitive user interface.

The Results

The solution brought vast improvements to Cooke & Mason's business operations and staff productivity. Focus employed a customer centric approach to facilitate the transition ensuring minimal disruption to business operations whilst being implemented. The entire project was delivered on-time and on budget.

Now that the Horizon hosted telephony solution is in place, Cooke & Mason will see:

- Significant and ongoing cost savings
- A simple to use and intuitive interconnected telephony solution
- Easy user management and self-install capability
- Inclusive features which include call recording, auto attendant and twinning
- Management reporting and comprehensive views of current business activity

