

1**Square One
.Network****CUSTOMER SUCCESS STORY**

Square One delivers a massive improvement to telephony solution, service and support for leading carpentry contractor IWC

Customer Background

IWC is the leading carpentry contractor throughout Wales and the South-West of England, covering a range of industry sectors including health, education, residential, government and retail, providing supply-and-fix carpentry packages with contract values of up to £5 million. We spoke to IWC Quality & Environmental Manager Annemarie Jenkins, to gather some feedback on her experience of partnering with Square One Network.

Technology Challenges

Having grown significantly, IWC were moving offices and despite planning to keep the same telephone system, their previous provider insisted IWC sign a new 5-year contract. This was against a background of providing poor service and often being hard to get hold of. This was exacerbated by them changing the phone system administration portal just before Christmas, without providing login details, leaving IWC unable to make any changes to their auto attendant approaching a major holiday period.

In addition, when IWC introduced flexible working from home for staff, there was no way to route or transfer calls to staff mobiles from the office telephone number, so office-based staff were having to take messages and ask remote workers to call customers back.

This was impacting on customer service and operational efficiency but could not be resolved using the previous telephone system.

Required Solution

IWC were looking for a flexible solution that would enable home and remote working and be scalable to meet future demands.

They chose a cloud-based solution from Square One Network, with a mobile phone application which enabled calls to be redirected from the office number to home worker mobiles. Calls to the office could be quickly transferred to colleagues regardless of their location. IWC decided very few desk phones were required outside of the management team with staff opting for the mobile phone app. The new telephony solution provides users with the ability to indicate when they are available or not and the administration portal is simple to use.

“ *Support is a thousand times better than from our previous provider* ”

Annemarie Jenkins
Quality & Environmental Manager IWC

Choosing Square One Network

Lisa Harris, a Business Development Manager with 20 years of telecoms experience, was known to IWC, assuring them of the personable service they sought. Her expertise, deep industry knowledge and customer understanding, allowed Lisa to tailor a bespoke solution and support package, making Square One Network the preferred option for IWC.

The Implementation

Asked about the implementation of the new telephony solution, Annemarie described how good the onsite engineers from Square one had been - setting up the new system and demonstrating how the administration portal worked, which was much simpler than previous portals.

A training session was provided where the IWC team could see the system in action and ask any questions, which helped with the adoption of the new service. Some initial snagging issues were reported to the Square One team, which was quickly responded to by Technical Support Manager, Rhiannon, who made countless calls to test WiFi and mobile access until the issue was resolved.

The Result

The IWC team are now able to work seamlessly from home and the delivery team can now be contacted much easier. This has improved both productivity and customer service. The call analytics on the telephony portal has enabled IWC to understand how many customers are calling them and at what times of the day, which has in turn helped them understand resourcing requirements and recruit accordingly.

Partnering with Square One Network

Asked about her experience of partnering with Square One Network, Annemarie explained, "Support is a thousand times better than from our previous provider."



"If I email Square One with any issues, I always get a prompt response and I know if I call in, I will get an immediate response. Our account manager Lisa also follows up on any issues we've had, to ensure they have been resolved satisfactorily – this is a massive improvement."

Annemarie went on to say how brilliant the technical support team and Rhiannon had been during the solution set-up; how good the training had been and how much better the new admin portal was.

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