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CUSTOMER SUCCESS STORY

## Overhauling Telecommunications for Gloucestershire Based Town & Country Heating & Plumbing

### Client Background

Nathan Loveridge, the Managing Director of Town & Country Heating & Plumbing, reached out to Square One Network in 2023 due to escalating telephone challenges within the company. As the leading provider of heating and plumbing services in Gloucestershire, Town & Country faced a critical issue with their telecommunications system, hindering their ability to make and receive calls.

Despite numerous fault reports to their existing provider, they received only automated responses without any resolution insight.

### Initial Assessment

Upon contacting Square One Network, Nathan revealed that the fault had been reported four days earlier, yet there had been no communication or progress.

Square One promptly conducted an on-site assessment and discovered not only a malfunctioning telephone system but also a cluttered office with multiple handsets on each desk. The recent acquisition of Booth and Bomford had further complicated matters, resulting in the operation of two disparate phone systems within the organisation.

### Solution Implemented

To address Town & Country's complex telecommunications needs, Square One proposed a tailored Hybrid Cloud solution. This solution integrated a mix of physical handsets, softphones, and mobile client licenses, providing Town & Country with greater flexibility and control over their communication infrastructure.

Key staff members were trained to administer the new platform, ensuring autonomy and efficiency in managing their telephony system. Additionally, Square One consolidated both businesses onto a unified platform, enabling intelligent call routing and call management.

“ It's been great partnering with an organisation that shares our values for service, integrity and trust.

Nathan Loveridge, Managing Director  
Town & Country Heating & Plumbing

The No. 1 for fixed and mobile business communications

## Ongoing Support and Enhancements

As the partnership between Square One and Town & Country evolved, a deeper understanding of the client's requirements emerged. Recognising Town and Country's commitment to customer service, Square One Network introduced advanced features such as call recording, analytics and call monitoring.

Furthermore, the telecommunication setup was customised to accommodate the diverse needs of Town & Country's workforce, offering a blend of traditional handsets and modern softphones for enhanced communication capabilities.

## Technology Stack

Square One leveraged Gamma Horizon for hosted telephony services and Square One Internet to ensure a seamless end-to-end solution, providing Town and Country with reliable connectivity and comprehensive telecommunications support.

## Outcome

By partnering with Square One Network and implementing a bespoke Hybrid Cloud solution, Town & Country Heating & Plumbing successfully overcame their telecommunications challenges. The streamlined communication infrastructure has not only improved operational efficiency but has also enhanced customer service capabilities, positioning Town and Country for continued growth and success in their industry.

## Client Feedback

Commenting on his experience of partnering with Square One, Town and Country Heating Plumbing Managing Director, Nathan Loveridge said, "It's been great partnering with an organisation that shares our values for service, integrity and trust. The team at Square One are quick to respond and deliver a far more personalised service."

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Nathan Loveridge, Managing Director  
Town & Country Heating & Plumbing



Town & Country  
Heating and Plumbing Ltd



A new shiny new handset and one of our engineers in action



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