



We were recommended the Avaya phone system by NCI and it perfectly suits our needs and set up. Plus, it has been refreshingly problem-free. ”

Emily Rudd
Payroll & Administration
Catherine Bennett Ltd

Our Success Story

“It simply adds up!” - an easy to manage, integrated phone system for small businesses that will enhance customer service

Summary

Catherine Bennett's is a Chartered Accountancy practice based in Cornwall that offers advice and services to help you deal with your accounts and tax affairs. They work closely with customers to ensure that everything is set up to be as efficient and profitable as possible.

The company were looking for a cost-effective and highly efficient phone system which they could use simply and would provide a range of facilities to support their day-to-day office requirements.

The Technologies

Avaya IP Phone System

How NCI supported Catherine Bennett Ltd:

Our specialist telecoms engineers recommended and installed the Avaya IP phone system, perfect for small businesses, which provided the following benefits:

Enabling fast and accurate call handling to help improve customer service

Has a multi-media capability supporting voice, video and mobility on virtually any device

Easy to use and manage with a Windows based systems manager and click, drag and drop simplicity to manage calls and messages

Scalable so extensions can be added to the single platform easily as the business grows

It's simple to record calls so no-one should ever miss important information

The total cost of ownership is nearly 25% lower when compared to competitive systems such as Shortel



Cloud Services



IT Support Contract



Security



On-site Installation



BDR



Broadband



Telephone Systems



IT Procurement

NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.

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