



## The Challenge

Longlevens Surgery were using an older BT Quantum phone system and there was a growing need to improve the way incoming calls were routed at certain times of the day. Calls needed to be scheduled automatically to services such as 111, Message link and it was important to be able to easily configure the system so that training days and other important events were accounted for in terms of patient contact. Disaster recovery was also a key requirement so that in the event of power failure, patients were still able to speak with someone at the surgery. GP's also required the ability to work outside of the surgery with added flexibility facilitating communication with staff and patients alike.

### Practice Manager Gill Hawlins commented:

"I was very attracted to having a local team look at our telephony situation which was frankly not broken but not working as we wanted it to. Having met with Merrick it was clear that they would be able to offer us a bespoke package with certain additions like call recording, headsets, unlimited outward call lines and that would begin to change what we were able to do. The overall quote made it a sensible option for us and we were gaining from no initial outlay, win, win. The process before go live was excellent with Bob doing his pre-visit and working through what we needed. It made go live day very simple and easy. For us there have been a few tweaks and nothing was too much trouble for the technical guys, even reassuring me that I had done something correctly. Another training day will give us the extra confidence we need but our overall experience is a very positive one and I would certainly recommend the team at RHM. Thank you."

## The Solution

Longlevens Surgery contacted RHM Telecom for a consultation on the most reliable technology available. RHM were recommended by a number of local surgeries in the Gloucestershire area and a consultation was arranged. After careful consideration of the requirements of the surgery it was recommended that the Gamma Horizon system was installed and configured accordingly.

### Horizon enabled the benefits of:

- Comprehensive management reporting and statistics on calls
- Effective call routing to emergency services
- Complete business continuity and automatic failover to an alternative surgery
- Improved productivity of staff and G.P's
- Substantial savings on call and maintenance costs
- Recording of all calls
- Potential growth for integration with EMIS



GDS Group is the world's leading project intelligence organisation. Through their B2B events, research and cutting-edge intelligence solutions, they are dedicated to helping businesses meet the challenges posed by digital disruption.

## The Challenge

Their HQ in Bristol, houses 155 staff including their business development consultants. The nature of their business means that the staff are liaising with board members of FTSE1000 companies in the UK and similar across EMEA. Therefore these conversations are of high value, meaning IT and Communications are critical. In terms of telecoms infrastructure the GDS Group had a typical set up with BT Openreach ISDN30 lines connected to an Avaya telephone system.

### **GDS Group faced a number of challenges including:**

- A need to record calls for development purposes
- No integration with their CRM system to gain a 360° view of their client interactions
- Logging of calls was completed with a separate add on system which had to be managed

**Andrew Broadbent, Head of IT** said "RHM helped to migrate us from the old traditional phone system with ISDN30 lines across to an Internet delivered Hosted platform whilst retaining all of our business numbers. The project coincided with the roll out of salesforce.com CRM and RHM worked closely with the Gamma product line

so we could test integration between Salesforce and the Horizon platform as part of Gamma's BETA trials. This automation has been critical for our drive to increased business development productivity."

## The Solution

RHM Telecoms proposed that the GDS Group install a Cloud based telephony solution called Horizon. This enabled GDS Group to completely replace their old Avaya solution with no upfront outlay and a cost neutral impact on their monthly budget including:

- 155 brand new HD quality Polycom VVX410 IP Handsets
- System wide call recording
- System wide call logging
- 5 Wallboards displaying each terms of live performance
- Call centre package for business consultants and managers
- Salesforce.com CRM integration
- Dedicated EFM internet connection for voice only



Cam and Uley Medical Centre provide medical support to over 10,000 patients across two branches in South Gloucestershire.

## The Challenge

Cam and Uley Medical Centre were looking to improve the way that their calls were handled between the two branches and wanted to ensure that their patients had the best experience when contacting the practice. There was also a need to reduce call costs and have a plan for disaster recovery should it be needed in a potential emergency.

**Practice Manager at Cam and Uley Medical Centre, Ian Cawthorne said** "RHM Telecommunications took the time to listen to our needs as an organisation before offering a solution. They helped us to understand the technology available that would really make a difference to the way that we handled our calls. All in all it's been a very good experience using RHM and I would recommend them as an excellent choice for any Medical Centre looking to improve their telecommunications."

## The Solution

Cam and Uley Medical Centre contacted RHM for a consultation on the technologies and systems currently available on the market.

RHM recommended the Gamma Horizon hosted telephone system based on the requirements of the organisation.

The Gamma Horizon will enable Cam and Uley Medical Centre to use one phone system across both branches with the following benefits:

- Comprehensive reporting and statistics
- Effective call routing across branches
- Complete business continuity
- Improved productivity of staff and G.P's
- Reduced costs on calls and maintenance



Pitt Godden & Taylor, Chartered Accountants & Business Advisors focus on small and medium enterprises, whilst still providing outlooks and services to bigger firms'. The practice is based upon an enthusiastic team of professionals with a wide range of interests and skills. We have a high level of empathy with our clients; our relationships are built around ongoing mentoring, coaching and consulting services. We have a shared philosophy of exceptional service.

## The Challenge

Pitt Godden & Taylor were looking to refresh their ageing phone system with a modern, simple and effective phone system that ensured calls were handled in a structured and efficient manner. There was also a need to reduce call costs and have a plan for disaster recovery should it be needed in an emergency.

**Company Partner at Pitt Godden & Taylor, Nick Bishop said** "RHM Ltd took the time to listen to our needs as an organisation before offering a solution. They helped us to understand the technology available that would really make a difference to the way that we handled our calls. All in all it's been a very good

experience using RHM Ltd and I would recommend them as an excellent choice for any organisation looking to improve their telecommunications."

## The Solution

Pitt Godden & Taylor contacted RHM Telecommunications Ltd for a consultation on the available technologies and systems currently on the market. RHM recommended the LG eMG80 phone system based on the requirements of the organisation.

This new system provided PGT with the following benefits:

- Comprehensive reporting and statistics
- Effective call routing across the business
- Complete business continuity
- Improved productivity
- Reduced costs on calls and maintenance



Redcliffe College equip students with the theological, personal and practical tools that can be used in all areas of life. Redcliffe's students and graduates are involved in missions in over 100 countries and more students are located off site, quite literally all around the world.

## The Challenge

Redcliffe College were struggling with slow internet speeds, as the College moves towards a much less centralised model, the lack of high speed internet was hampering their ability to grow in the direction needed, to help provide students with fast access to online education tools wherever they are. Poor speeds inhibited this, resulting in a less favourable student experience and the academic staff having unreliable connections with Skype and Zoom.

## The Solution

RHM consulted with Redcliffe College to establish the requirements and needs of the organisation. A survey was conducted to assess the technology available at the College location. RHM reviewed all the options, determining which technology had the best performance for the least amount of cost. RHM's new ultrafast broadband service is now providing Redcliffe with the following benefits:

- Speeds of over 100Mbps download
- Improved service levels
- Reliable and stable connection
- Excellent upload speeds
- Scope to improve services in the future

RHM were the only provider in the local area to offer the College a solution that worked with no installation charges.

**David Fisher, Facilities Manager at Redcliffe College** said "RHM took the time to listen to our needs as an organisation before offering a solution. They helped us to understand the technology available at the College and didn't encourage us to spend thousands of pounds when we didn't need to.

If your organisation is struggling with poor internet speeds and you need help from a professional company that won't take advantage of your lack of knowledge I wholeheartedly recommend RHM Telecoms, especially Nicky Poole who was a huge help."



Anthony James Estate Agents are a highly respected independent estate agent and letting agent covering London and the South East. Established in 2003, their comprehensive residential property services include sales, lettings and full property management.

## The Challenge

Anthony James Estate Agents needed a flexible, feature rich phone system as business growth meant that new branches were opening across London and the South East. They also needed to ensure that their calls were being routed correctly to each branch and that no calls were being missed. Anthony James Estate Agents also needed to reduce call costs and have a plan for disaster recovery should it be needed in a potential emergency.

**Eamonn Delaney, Director of Anthony James Estate Agents** said "Working with RHM Telecommunications has been great, we've got an excellent phone system in place and it has increased our day to day productivity by 20%. I can wholeheartedly recommend RHM Telecommunications to any business looking to improve overall communications. The staff are very friendly, helpful and their solutions and problem solving is second to none."

## The Solution

Anthony James Estate Agents contacted RHM for a consultation on the technologies and systems currently available on the market. RHM recommended that the estate agent install the hosted telephone system option from Gamma Horizon based on their requirements. The Gamma Horizon system has enabled Anthony James Estate Agents to use one phone system across all of the branches with the following benefits:

- Comprehensive call recording and statistics
- Effective call routing across branches
- Complete business continuity
- Mobile twinning of office handsets for calls on the move
- Extremely competitive call charges



Bellamet UK Ltd is a well-respected long standing sheet metal fabrication company. Established in 1992 the company has grown to become a leading supplier of cabinets and enclosures across a wide range of industry sectors in the UK as well as many other products from stainless steel boilers to printing machines. Based in Wiltshire, they pride themselves on customer satisfaction and they have been a loyal customer to RHM Telecommunications for eight years.

## The Solution

RHM has provided a telephone system, fixed line rental and broadband services to Bellamet for eight years. In 2016 Bellamet UK Ltd made the decision to grow the business and extend the office building. RHM carried out the necessary checks and discussed all options available to ensure the client got the right solution to compliment their new office expansion.

**Nick Witts, General Manager at Bellamet UK Ltd** said "If your business is looking for a strong back bone to its telecoms infrastructure, we highly recommend RHM".

We also took the time to discuss how superfast fibre broadband in the area enabled VOIP telephony and what this meant for our client's business. Not only did it provide a substantial internet connection but it also allowed them to upgrade their fixed voice lines to SIP trunks, providing a new solution while still reducing their monthly expenditure by 15%.

## The Overall Picture

When operating a growing business, it is important to ensure you have a reliable telecommunications provider. RHM always take the time to listen and deliver a solution that fits your business needs to always ensure you are current with the latest technology.