

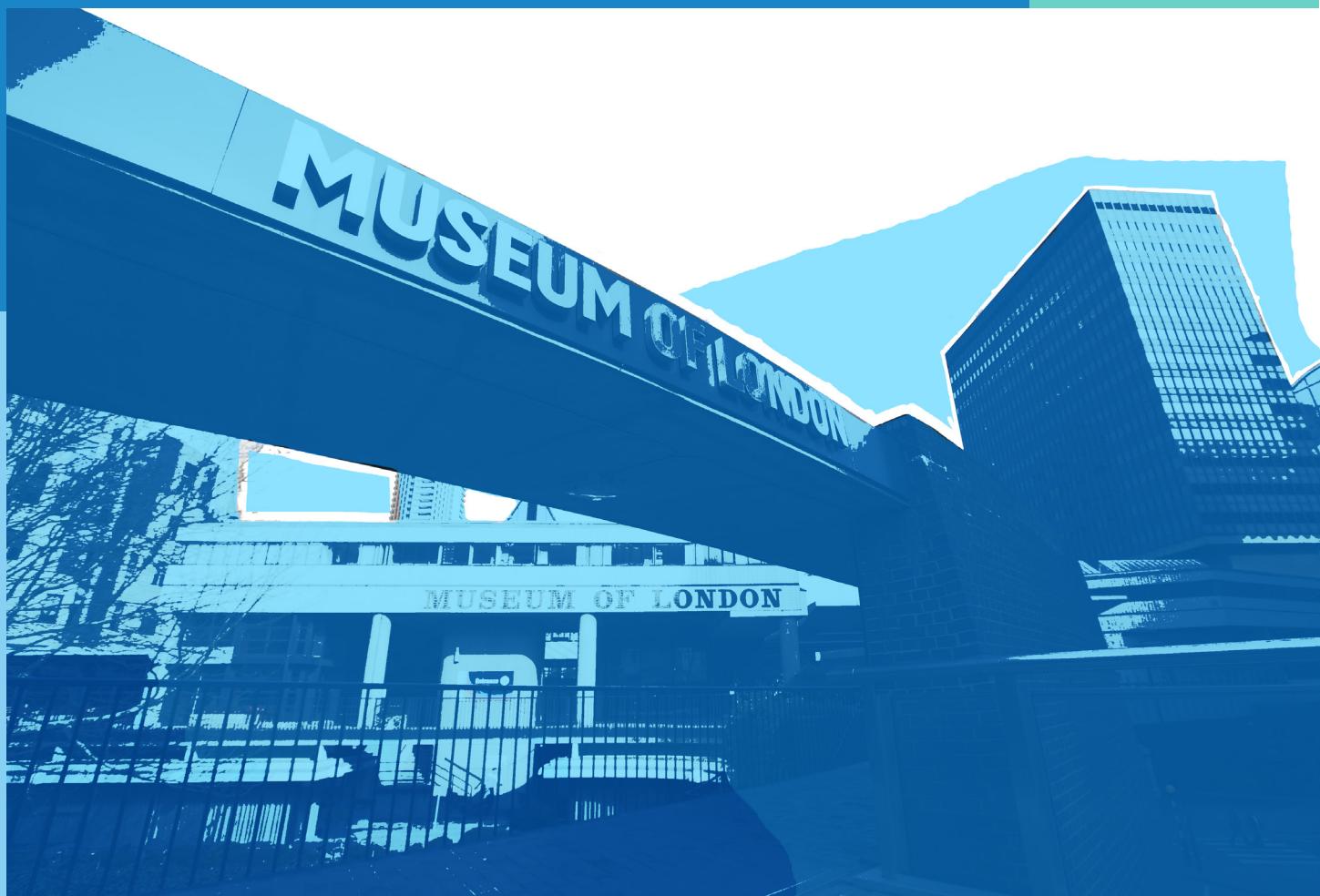


# CHARTERHOUSE

## CASE STUDY:

### Charterhouse save Museum of London 30k per year.

Charterhouse Voice & Data (CVD) deliver telephony support to the Museum of London. By engaging with CVD, the Museum of London have saved around £30,000 each year on their telephony costs. They also benefit from a stable, resilient telephony solution that offers the latest features and functionality.



Prior to engaging with Charterhouse Voice & Data (CVD), the Museum of London had undergone a project to upgrade their telephony to a modern VoIP solution. However, their incumbent provider – despite being a prominent industry name – were not providing adequate levels of support.



## The Client

The Museum of London documents the history of London from prehistoric to modern times. Located near the Barbican Centre, the Museum of London has been an iconic fixture in Central London since it opened in 1976. Today, the Museum of London attracts over a million visitors each year

## The Challenge

The Museum of London's telephony systems were not benefitting from regular software updates. In addition, the incumbent provider was acquired by a larger firm. This resulted in the Museum of London being passed between several Account Managers. There was a feeling that, as a medium-sized not-for-profit organisation, the Museum of London were not a high priority for the provider.

### Adam Monnery, Head of ICT, Working with CVD

"CVD took a highly consultative approach when designing and deploying our telephony system. They were diligent in ensuring that our telephony was fit for purpose, and met our expectations. CVD also trained our in house team, which helps us to help ourselves when we need to make simple changes to the telephony system"





## The benefits

CVD implemented a clustered telephony system, which offered enhanced failover and improved customer service by allowing staff to use internal extensions across sites. We also leveraged a good deal for calls, which was important as the Museum of London were facing a reduced telephony budget.



- **Stability and Resilience:** the telephony solution delivers high uptime, and has fail-over resilience in the event of an outage.
- **Cost Saving:** the Museum of London are now saving around £30,000 a year by using SIP, which they can reinvest into other areas of IT.
- **Crisis Communication:** the Museum of London is based in a Tier 1 graded area. The new telephony solution allows them to fulfil their duty of care to be able to communicate in a crisis.
- **Functionality:** regular software updates ensure that the Museum of London always benefit from the latest features and functionality

**Adam Monnery, Head of ICT,**  
"Now that our new telephony system is live, we have an easy relationship with CVD. When we need to get something done, it gets done, and we always know who within the CVD team we need to deal with"

# Key points

## The Solution

- Enterprise Telephony System
- SIP Fail-Over System

## The Benefits

- High uptime
- Increased Customer Service
- Call Savings and Cost reduction
- Fail-over resilience
- Software functionality



"This stability and consistency is important; we have a dedicated Account Manager, who is experienced and offers us great advice and industry expertise.

**Adam Monnery, Head of ICT,**

## About Charterhouse Voice & Data

Established in 1993, Charterhouse Voice & Data is an independent, multi-award winning provider of voice, video, mobile, data connectivity and managed documents solutions and services. Our highly skilled experts create bespoke solutions that help business reduce cost, improve processes and enhance user experience.

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