

Case study: Reality HR

Award-winning HR consultancy, Reality HR, discuss how a Horizon hosted VoIP system from Nomis Connections helps them give even better customer service and maintain customer relations, while keeping in-tune with their flexible working model.



At a glance

For professional service providers, delivering a consistently high level of service to clients is a number one priority.

Having a flexible working model gives Reality HR, an award-winning HR consultancy, the ability to do just this. The downside is their consultants may not be available just when their client needs them.

Multi-site working, coupled with ambitious growth plans, meant it was time for Reality HR to review their telecoms and move to a system that changed the face of the business; supporting its USP.

Business background

Laura Davis started Reality HR in 2004 and has seen rapid growth in the last five years. Going from strength to strength has meant three office moves, a merger, and now running a team of 17 highly qualified HR specialists.

Providing outsourced HR functions to more than 90 clients across the South, they work as a strategic partner to align the recruitment, retention, performance and development of people with business objectives.

Challenge

Originally, clients would contact their dedicated consultant on their mobile, bypassing the office.

If the consultant was with another client, callers would leave a message and have a frustrating wait for a call back.

In addition, the phone system at their office was proving to be expensive and unable to fit with their plans for further growth.

Brief

Managing Director Laura Davis required that a consultant's calls did not go unanswered when they're unavailable, as this does not fit with the company's image.

Reality HR was expanding fast and Laura needed a solution that could easily grow and move with them.

Finally, the business wanted a reliable, cost-effective solution from a provider that shared their service ethos.

Call management at your fingertips

Inbound call management was a key issue for Reality HR, and one that Nomis Connections was able to solve.

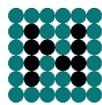
With a Horizon hosted VoIP system in place, Reality HR is guaranteed to never miss an incoming call. Each consultant has their own Direct Dial number which routes calls through to a Polycom IP phone they can use in the office, or to a Horizon Desktop Client they can use at home or while working remotely.

They can also twin their phone and client with their mobile, allowing calls to be answered no matter where they are working.



Polycom SoundPoint IP 450 and Horizon Desktop Client

When unavailable, they can put their phone into 'Do Not Disturb' mode - forwarding all calls to the main office. Clients get a better service as many of their queries can be answered immediately by the head office



team, while consultants don't return to a number of call backs.

The client also benefits from relationships with all of the Reality HR team, rather than just their dedicated consultant. This eases communication when, for example, a consultant is ill or away, as the client is already used to speaking with other team members.

"It has been very easy for us to use the new system. We can now route our calls exactly as we want, giving our clients a seamless service. We feel we are more in control of our business."

Jo Stevens, Support Services Manager

Quality and service go hand-in-hand

Reality HR heavily vet all potential providers to ensure there are no gaps in their supply chain that might affect the service they provide to their clients.

Their Horizon solution is fully-managed by Nomis Connections' dedicated in-house support team, so any changes to system configuration or call routing are carried out quickly and efficiently.



Nomis Connections is a Gamma Platinum Partner

Simple pricing = cost savings

Horizon is based on simple monthly user subscriptions, with a choice of call packages.

After reviewing their current usage, Nomis Connections recommended an inclusive 4,000 minute allowance per user. These minutes are aggregated into a central pot of 34,000 UK local & national minutes and 34,000 UK mobile minutes, to be shared between all users.

Their monthly phone bill was hugely reduced, and having a known cost per month made budgeting simple and predictable.

"Nomis Connections came recommended to us, and we were impressed by their knowledge and understanding of our business. The Horizon solution is perfect for us; we like that everything is included in the price per-user, so budgeting is simple."

Laura Davis, Managing Director

Business continuity

Horizon's flexibility offers a credible disaster recovery option for Laura. If their premises was not accessible for any reason, the team can simply divert their calls to an alternative place of work – a client would never realise.

This flexibility also ensures that Horizon can grow and move with Reality HR – aiding their ambitious plans for development.

Summary

The flexibility of their Horizon hosted VoIP system has allowed Reality HR to combine office, home and mobile workers into a single unified system – enhancing the direct relationship with their clients and ensuring their customer service is the best it can be.

"This is a great example where one of our clients comes to us to solve a particular need. Through understanding how their business operates, we demonstrated how this very flexible technology will improve their business significantly."

Ross Clinch – Business Development Manager, Nomis Connections

About Nomis Connections

Nomis Connections is an independent telecoms consultancy and solutions provider to businesses across the UK.

With extensive experience in the professional services sector, we provide our customers with a single point of contact for all their telecoms needs.

To find out how we can enhance communication in your business, please call us on 01252 411 111 or email sales@nomisconnections.co.uk.