



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