



CASE STUDY

HORIZON PHONE SYSTEM

A creative agency based in Central London with 40 employees, had been using an Avaya PBX (private branch exchange), a dated analog phone system that still used ISDN lines which was expensive to repair. When their PBX failed, no external phone calls could be made. As well, all calls into the business had to be forwarded to the Office Manager's mobile. As client communications was essential to their business, they needed to act fast.

As the agency didn't have the expertise to implement a new system inhouse, they needed recommendations for a reliable, functional system with comprehensive support.

Cubit Technology had already been their IT Support partner for over five years and they trusted our business IT knowledge and quick response. Cubit's experience with several on-premise phone systems (PBX) and hosted solutions allowed us to make recommendations that would work best for their business.

We worked with the agency to identify and compare systems in the market that would best satisfy their business needs. As a result, Cubit recommended Horizon and was able to quickly set up and test the system within their business setting to ensure it performed and delivered on all of their communication requirements.

The agency approved the implementation to Horizon not only because of the infrastructure, but because of the long term use and support of the voice and data network that Cubit Technology could offer.

The final solution included the installation of a fibre leased line to converge voice and data on the Horizon system providing an increased quality of service and cost savings. As well, Polycom VX411 handsets and Polycom SoundStation IP5000 for high quality sound during conference calls were provided.

As timing was essential, Cubit was able to install and deliver this solution within two working days. All of their telecommunications issues were resolved and ended the disruption of service.

If you're looking to change IT providers, Cubit Technology may be the right choice for your business. Call us at **020 3535 0680** to find out how we can help.