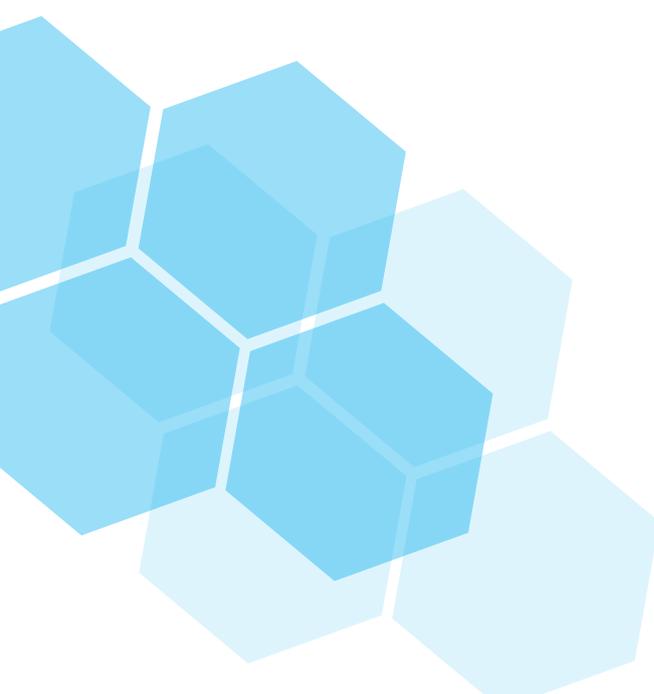


Discover how switching to Unify's inbound platform helped a national organisation to significantly improve resiliency and increase their platform stability.



Case Study:

Improving Resiliency with Unify's inbound platform.

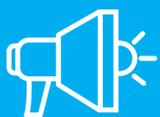
Countering issues with disruption and outages with a resilient network provider.

National organisation now has a platform they can rely on

The customer previously operated on a local (geographic) number. Their existing cable & wireless contract was managed through Vodafone, which resulted in very poor resiliency and frequent outages.

Additionally, due to a recent acquisition and rapid growth, the customer was looking to present a national number, in order to alter the perception of the business.

-  Significantly increased resiliency
-  Improved market perception with national presence
-  Substantial savings on 03 number with high monthly call volumes
-  Premium & Gold numbers to ensure key numbers were memorable and make it easy to get in contact



03 costs

With the high monthly call volumes the costs incurred by the business were approximately less 1/3 than those projected with an 08 number.

“Whilst it is significant that the customer benefitted from a substantial cost saving on call charges, the key driver behind migrating to the inbound platform was the increased resiliency offered on the network.”

Solution

The improvement in platform stability was a huge deciding factor in provisioning the new 03 number, and the customer was very satisfied with the new premium gold number range they purchased.

The Headlines:

Increased Resilience

The answer to the issues with disruption and outages was to provision a premium gold number through Unify and move the platform to a more resilient network provider.

Established a National Presence

After some evaluation, it was decided that a non-geographic 03-number fit the needs of the organisation best, enabling the customer to offer a nationwide presence.

Lower Monthly Costs

With the high monthly call volumes the costs incurred by the business were notably less than those projected with an 08 number. In fact, 03 costs were approximately a third of the 08 costs!

With inbound solutions offered across 3 tiered plans and charged at a monthly subscription rate, Unify can provide an intelligent number platform built on a highly resilient network – meaning your business saves on CapEx spending and increases reliability. Contact our team today.

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