

THE COMPANY OF CUTLERS IN HALLAMSHIRE

The catering at Cutlers' Hall was previously run by an outside company who had sourced and installed the old phone system. The System was out of date and the voicemail function had stopped working, therefore a new system was required.

OVERVIEW

The Cutlers' Hall is one of the most prestigious buildings in Sheffield. The impressive 1832 Grade II* listed building is situated in the heart of the city and houses The Company of Cutlers in Hallamshire and its event arm, Cutlers' Hall Hospitality. The venue is used to host a variety of events, from weddings to conferences and dinners. It also represents the drive to maintain the standards of quality, as well as promote Sheffield manufactured products.

WHY UNIFY?

Like any business, The Company of Cutlers spoke to various suppliers about a new phone system. They felt that Unify offered the best and most down-to-earth advice, providing all the information they needed without the unnecessary use of technical jargon. Coupled with the competitive price, this made Unify the logical choice.



UNIFY 'STEEL' THE SHOW

Unify supplied and installed a new NEC SV9100 in the building with 16 handsets. As a testament to the pre-planning by Unify employees, everything went without a hitch, including replacing very old cabling within the hall with an upgraded cabling infrastructure. This has helped to futureproof the work, making it dependable for years to come. Unify were also able to step in and solve a problem that had caused months of frustration – getting the contact number transferred from O2, something that had defeated both O2 and BT.

The new system means that all enquiries can be answered and, where a member of staff is not available, it is now possible to leave a message using the voicemail facility. Contact between staff within the building is straightforward and calls can also be easily transferred.

SYSTEM FEATURES



Functional and easy-to-use voicemail ensures that calls to customers can be returned.



Excellent support and customer service.



Future-proof system will save money over the coming years.

“I’ve been impressed not just with the new system, but with the Unify staff. Everyone has been polite, helpful and any questions we’ve asked have been answered. I wouldn’t hesitate to recommend Unify to other companies who are looking at upgrading or installing a new phone system.”

Magda Rogers, The Company of Cutlers in Hallamshire

“The customer service Unify provide is second to none and I wouldn’t hesitate to recommend them to other companies. They are speedy, efficient and provide ongoing support without objection.”

The Company of Cutlers in Hallamshire

Trusted providers of bespoke solutions to support your business needs.