

# HARVEST ASSOCIATES

Harvest Associates is a company of independent financial advisers providing a bespoke service to both individuals and businesses. The company offers a wide range of advice on all aspects of financial planning and products.

## A SYSTEM TO BANK ON

Unify supplied and fitted an NEC SV9100 for Harvest Associates which gave them a wealth of new and useful features, as well as providing the reliability they need to help maintain their customer service.

The company's old system could only be channelled through admin support and did not have the facility to have calls redirected to mobile phones, something the company values, particularly when their advisers are out of the office.

Being able to adapt the phone system to suit their needs means that important calls are always answered and it is easy to direct them to the correct person.

They now also have caller display and can avoid the unwanted PPI calls, saving time and allowing them to concentrate on their clients.



## THE SOLUTION

Harvest Associates are based just around the corner from Unify and felt that they would be a friendly and trustworthy choice. Unify were also able to provide jargon-free advice, which looked at how Harvest could best serve their customers and where they would be able to save money.

The NEC system uses SIP trunks on a new lease line, and will include all data and voice calls, for £7k per annum. This will save the company a minimum of £2.5k per annum, making it excellent financial sense for the company.

## SYSTEM FEATURES



Caller recognition and mobile phone divers provided as part of the system.



Improved customer service from easy-to-use system.



Savings of a minimum of £2.5k per annum for the company.

“The team at Unify have provided us with excellent service and I wouldn’t hesitate to recommend them to other companies. The team are efficient, knowledgeable and are able to provide advice in non-technical terms, something which I feel is very important.”

*Paul McFarlane, Independent Financial Adviser, Harvest Associates*

## Trusted providers of bespoke solutions to support your business needs.