

HERON PUBLICATIONS LTD

Having outgrown their base in Sheffield, Heron Publications have recently relocated to their new office in Dronfield. The move was supported by Unify, who ensured their phone system was up and running on the day of the move.

THE CUSTOMER

Heron have been customers of Unify for over ten years, and have had a new system and an upgrade in this time. When they knew they were moving to a new office, they got in touch to ask for technical support during the move.

Unify can assist with moving equipment and the reinstallation and set up in a new premises, something which made the move easier for Heron.

Unify were also able to help when it looked like moving in on the set date would be unachievable, as BT were unable to find the postcode for the office, thinking it was a new-build. Through the perseverance of Unify staff who liaised with BT, the move went ahead and the problem was resolved with no stress placed on the customer.



OVERVIEW

Heron Publications provide free of charge magazines, which are an integral part of the local community. The company publishes Active8, Twist, Wings and the Dronfield Eye, covering a large area of South Sheffield and North Derbyshire, accounting for 52,000 deliveries every month. The magazines promote the achievements of individuals, organisations, schools and other groups, as well as helping local companies promote their goods and services.

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SYSTEM FEATURES



Functional and easy-to-use voicemail for each employee.



Excellent support and customer service.



Future-proof system designed to save money.

“I would definitely recommend Unify to other companies. We’re a smaller company and the support they’ve given us both when buying a system and during our move has been excellent. I’d particularly like to thank Keith and Gemma who made sure that the problem we had with BT was resolved allowing us to move on the proposed date.”

Helen Firth, Director at Heron Publications

“Our phone system is crucial in the running of Heron Publications, as we receive many news stories, enquiries and advertising requests in via phone calls. We were back up and running on the same day of the move creating the minimum amount of disruption.”

Heron Publications

Trusted providers of bespoke solutions to support your business needs.