

SIMON ENGINEERING

For over 20 years Simon Engineering have manufactured and supplied superior, high quality storage tanks in the UK.

THE CUSTOMER

The company prides itself on the investment of both people and technology, which in turn supports the delivery of a personal and efficient service to their customers. When their old phone system completely stopped working, they were no longer able to provide this service and were left without their usual way of contacting staff, suppliers and clients.

OLD SYSTEM FAILS TO DELIVER

Simon Engineering had last updated their phone system ten years ago through BT. The handsets were starting to look bulky and dated, there was a lack of flexibility with the system and, crucially, the company felt that BT's maintenance package was too expensive to buy. When the whole system stopped working they received little in the way of customer support and any repairs would have been costly.



WHY UNIFY?

Commercial Director with Simon Engineering, Sue Hague, received two recommendations in favour of Unify and decided to get in touch. With just a two day turnaround, Unify had fitted an NEC Univerge SV9100 phone system - a much more modern and adaptable system. They were also able to provide a very affordable maintenance package so that the company is covered should they get any more unpleasant surprises.

SYSTEM FEATURES



Affordable maintenance package.



Numbers can be updated through Unify rather than manually.



Store up to 10,000 numbers.



Engineers can remotely access the system to provide instant support.



Modern and streamlined handsets.

“I would definitely recommend working with Unify. The turnaround from the initial phone call to installation meant we could get on with running the business without interruption. The support we’ve received has been excellent and the installation went without a hitch.”

Sue Hague, Commercial Director at Simon Engineering

Trusted providers of bespoke solutions to support your business needs.