

Moving on and moving out

When Envoy decided it was time to move out of the serviced offices they were renting it meant that they would save a lot on the cost of their telecoms, but it also meant that they would have to invest in a telecoms system in their new premises.

For any organisation that is not a technically orientated telecoms company, working through the maze of complexity and options to get everything in place is a nightmare.

Working through the challenge

With over ten years experience of just this kind of problem, abica's technical team has developed very strong relationships with all the organisations needed for instances such as the one Envoy found itself in.

Our first step was to listen and understand what it was that Envoy needed, not the technology but the business functions that telephony would serve. This is always critical in our experience because once armed with the information about the business goals, we can always put together a more relevant and effective solution than just another one of those off the shelf 'solutions' that a lot of providers like to push in the market.

In this instance the solution required a full cabling and telephony equipment fit out at the new offices as well as the provision of landlines and broadband. At abica we do not provide cabling or the local telephony infrastructure, but we do have well established and proven partnerships with vendors that do. It was relatively easy for us to pull the whole solution into our own project management process and manage the infrastructure implementation as part of the overall project ensuring that everything would be in the right place at the right time for the landlines and broadband to be connected when Envoy moved.

The move went without any problems and everything was working just the way it should when Envoy moved in.

“We just wanted a telephone system that works and is easy to maintain. Nothing fancy just the basics, but even then the choice and complexity was bewildering”

David Kennedy, Managing Director,
Envoy International Limited

“If abica hadn't been involved, I think we would have been very worried. Our confidence in the team is well placed because they just made it all easy for us”

David Kennedy, Managing Director,
Envoy International Limited

Moving made easy

For Envoy, what made abica stand out was the way in which the company was prepared to take ownership of the whole problem and make sure that all the pieces arrived in the right place at the right time and worked. Though out the whole process our policy of proactively keeping customers informed as we work through their project ensured that Envoy knew what was happening and when - they were always in the loop. This gave them real confidence.

As with all our customers, cost control is an important part of the reason we were selected. Our tariffs and rates for Envoy mean they will save quite considerably on the cost of their telecoms.

If you want to find out just how easy it is to switch to abica and enjoy the benefits and value that all abica customers enjoy, including our office moving service, all you have to do is call - 0141 404 9009

abica products and services

abica provides its own landline, mobile and broadband products to small and medium sized businesses at a price and level of service previously only available to large corporate organisations.

Mobile

abica is a mobile telecoms operator and has a wide range of tariff and call plans including the lowest business line rental tariff in the UK. Solutions are offered from more than one network provider, and as abica is technology neutral this includes a wide range of business handsets from the leading manufacturers. There are also different options for mobile working, including broadband internet for your laptop and e-mail enabled phones.

Landline

abica offers reliable landline services with a full set of line and tariff options so there is a package to suit all sizes and types of business. Everything from traditional analogue and ISDN landlines through to tried and tested IP telephony solutions.

Broadband Internet

abica's broadband internet access products are on average 3 times faster than other broadband providers thanks to the superior technology used. Dedicated internet access circuits "leased lines" are available for any business where high availability, high bandwidth internet access is a top priority.

Business Continuity and Disaster Recovery

Telecoms is an essential business tool and businesses simply cannot survive without the telephone or internet. abica have developed a methodology to identify the right solutions to help your business survive should the worst happen.

Electronic Billing

abica has invested in both a powerful electronic billing and analysis tool called 'my abica' which helps clients proactively monitor their usage and intelligently use the management information available.

Customer Service Charter

abica has invested in its team and systems to ensure that it deliver the highest quality of customer service, consistently and reliably. Our core values include honesty, professionalism and retention of clients over the long term by providing great value.

Satisfaction guarantee

abica is so confident that you will love its products and quality of service that, if after the first three months, you are not completely satisfied with abica, the company will find you an alternative provider that you can be happy with.