

How do you move without going offline?

Paterson Data Management is a secure document storage company based in the west of Scotland. The company had outgrown its facilities and needed to move.

However some of its services meant that the company could not go 'offline' during the move, which added an extra dimension to the problem of physically moving both the telephony equipment and transferring telephone numbers to the new premises.

Thinking out the box

There would be no realistic or sensible way to move Paterson Data without disruption of some kind, especially when we considered that the move would involve moving Paterson Data to a new telephone exchange and moving the physical equipment from the old office to the new premises.

The only way to achieve both the move and uninterrupted availability of the telephone numbers was for us to:

1. Port all the numbers to our inbound call handling platform where we would be able to provide an uninterrupted telephone service during the move.
2. Enable Paterson Data to retain telephone numbers it would otherwise have lost because the company was moving to a new exchange.

While the people at Paterson Data knew the company was moving premises, its customers noticed no difference in the level service offered on the company's all important Fax Emergency Service.

“Moving office for us was a problem because we could not go ‘offline’ at all, not even for an hour, let alone a day”

Robert Paterson, Managing Director
Paterson Data Management



“The telephony problem was one we were very worried about, but abica understood, took ownership and took care of everything - One less problem to worry about”

Robert Paterson, Managing Director
Paterson Data

Sometimes the value isn't just monetary

“We know we get good value in terms of cost, but the real value in using abica for broadband and landline telephony is the way they handled a really complex problem and potentially stressful situation,” says Robert Paterson.

Modern telephony offers a much broader and more flexible set of options for companies to solve apparently complex and difficult problems, whether it's an office move or something a bit more complex.

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 mover 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 of 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.