

Wanted flexibility but needed reliability

Priority Management is an organisation that provides specialist training and education to help individuals and organisations improve productivity. Like a lot of similar organisations the telephone is an essential tool for sales and general communication with the market.

As part of a planned move the company wanted to find a better and more appropriate telephony platform that would provide some real flexibility for the company.

The future is IP

Modern IP telephony systems such as the Feature Plus product abica provide all the features you would expect from a business telephone and a whole lot more.

The major benefit for companies like Priority Management of systems like Feature Plus is that :

1. There is no infrastructure on site, everything is managed offsite making it easier and quicker and lower cost to deploy and manage these systems.
2. There are a range of functional benefits that deliver incredible flexibility enabling companies to use telephony in completely different ways that enhance their productivity or improve customer contact.

This kind of system is perfect for an organisation like Priority Management where the focus was on delivering high levels of flexibility while making it easy to manage through a web interface. The very low cost of implementation and the low cost of ownership also makes Feature Plus an ideal telephony solution for small organisations under 8 users.

Our job was to integrate the telephone system into the data network, which further reduced the cost of implementation. We set up and delivered the telephony and broadband for Priority Management so that everything was in place and tested in advance of their office move. We also set up an emergency divert to mobile so that in the event that there is a network disruption they never miss a call.



“abica understood what we wanted at a business level and they have provided it in every respect. The best bit is how much less it cost to do than we had thought it would”

Gilly MacMorran, Managing Director
Priority Management (Glasgow) Limited

abica makes it all easy

Since the system was implemented Priority Management have been impressed with the service and delighted with the low cost of the system. However the quality of customer service and support has been the most impressive. “The abica guys get how important customer service is and when we need them, we only make one call and they take care of everything,” says Gilly MacMorran.

IP telephony is a powerful option for small businesses that need a lot of flexibility, ease of maintenance and support from their telecoms as well as a way of cutting the cost of ownership.

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 IP Telephony 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.