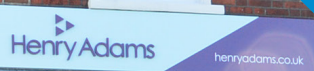




Moving to Horizon has allowed Henry Adams to focus on ensuring their valued customers have a happy and stress-free move



Founded in 1991, Henry Adams is a leading independent estate agent, chartered surveyor, auctioneers and commercial, rural and development property expert. They have 16 offices based across Sussex, Surrey and Hampshire.

A privately-owned managed service provider with more than 20 years of experience providing IT services, Redinet were appointed to aid Henry Adams in their search for more efficient telephony and VoIP services.

The challenge

Having used the same legacy Samsung PABX telephone system for over a decade, Henry Adams were experiencing a number of difficulties with poor call quality and faults with inter-branch calls, effectively damaging the team's productivity. They were also having issues with the support team from their current provider, along with



an ageing telephony system. This is all in addition to dealing with challenges around the management of multiple lines into each of their offices and separate PBXs in each location. Suffice to say, they recognised it was time to change.

Henry Adams wanted to improve the telephony network connectivity across all their 16 sites. They were attracted to the idea of staff being able to work from any office and log into their phone as if they were at their own desk. Other key factors they wanted to improve included the speed of getting a new office online and the ability to add extra features, such as mobile apps and call recording instantly. Using a single platform for all sites would streamline their billing and give staff a single port of call for support for data and telephony, negating the risk of falling between two suppliers when faults/issues were raised.

The solution

Customer care was high on Henry Adams' checklist, especially after the poor service they had experienced previously. The decision to engage Redinet when looking for a new telephone system was an easy one. Henry Adams had been using Redinet for their IT and Data support company since 2007, the idea of having both IT and telephony managed under a single provider made absolute sense.



After researching all the options available, Henry Adams chose to implement Horizon as their new cloud telephony solution. The flexibility and business continuity that Horizon provides made the decision easy for them. They found the installation process simple and benefited from one to one training on the features available.

It was clear Redinet understood Henry Adams' frustrations of their system and requirements for the future. They produced a commercial and technical guide that made it easy for them to recognise the benefit of moving to a cloud-based telephony solution, while considering the impact to the business during the migration.

The commercial discussions involved a detailed analysis of all existing bills for internet and telephony. Once this had been carried out, a plan on how the billing could be consolidated was put in place. Each office had a risk mitigation plan to ensure that no staff were left without phones or internet during the swap-over period.

After each office had moved to the new system, Redinet were onsite to provide user training and the helpdesk were on-hand for any overflow training requirements.

The result

Horizon brings together their 16 offices into one network and allows them to easily transfer calls between each office without hassle. Horizon gives the whole team the flexibility to work from any branch or remotely with ease, making the team more efficient.

Through Redinet, Henry Adams have one partner for all of their IT and telephony needs. Having one supplier to deal with for support and billing enquiries makes it a whole lot easier. They also benefit from a more streamlined accounting process, with each office clearly marked for all calls.

Ultimately, the move to Horizon allows Henry Adams to focus on ensuring their valued customers have a happy and stress-free move.

"Providing the Horizon solution to Henry Adams has been a fantastic experience for the team at Redinet. It has streamlined the support experience that we can provide to Henry Adams and allows us to better understand the users end to end requirements. We are looking forward to working closely with Henry Adams in the future to allow them to use the Horizon platform to help find further efficiencies and revenue opportunities." **Colin Bridle, Director at Redinet**

"The coordination of the project was excellent. The Redinet helpdesk are polite, helpful, trustworthy and experts within their technical field - the perfect fit to support Henry Adams. Horizon ticks all the boxes from our brief and covers everything we set out to achieve: We now have better systems, improved functionality and disaster recovery along with new functions of voicemail and call forwarding- all of which is enhancing our customer experience. All this along with improved flexible and remote working, has made us much more efficient." **Vicki Wright, Partner at Henry Adams**