

# CASE STUDY

## DEVORAN METALS

Devoran Metals benefit from a modern hosted telephone system that offers future-proofed growth and enhanced features.

Located in Truro, Devoran Metals is a leading specialist supplier of high-quality concrete reinforcement products.

Devoran Metals contacted **swcomms** when they were extending their premises and needed to expand their telephone system. They had already spoken to another supplier who had warned them of the impending PSTN and ISDN switch-off that would mean traditional telephone lines and systems would not be viable anymore. They had further confused the business's managing director by suggesting a replacement cloud-hosted solution. While it sounded suitable, he wanted to speak to a local, trusted provider for an alternative quote.

We sent one of our communications consultants to ascertain Devoran's needs and to clarify the future **withdrawal of traditional voice services**, which has seen many businesses replace on-premise telephone systems with cloud-hosted solutions to use internet connections instead of PSTN and ISDN lines.

We recommended and installed, our **Gamma Horizon hosted telephony solution** for Devoran to accommodate their recent growth. Our project managers and engineers plan and deploy all our hosted solutions rather than just sending the equipment and expecting the in-house IT team to cope with its set-up. We also provide training to make sure staff know how to use the system as soon as it goes live. This delivery service sets us apart from other suppliers.

The hosted telephone system provides everything Devoran needed with its **sleek call-handling capabilities**, including an automated attendant to answer every call and to direct callers to the most appropriate department.



We provided voicemail facilities for every user with the option of messages being conveniently delivered via email. The same messaging platform can also be programmed to provide out-of-hours, day and on-hold messaging.

Devoran increased their line capacity with their new solution, which means they can handle increased concurrent incoming or outgoing calls at any one time. Calls can be diverted to an alternative number in the event of a fault of the premises being inaccessible. The whole solution, including system upgrades, is covered by a simple monthly bill while calls to UK mobiles and landlines are free of charge.

The new hosted solution is very easy to manage via a web-based portal, which means all moves, adds and changes can be immediately carried out in house without incurring the cost of an engineer.

The web portal can be accessed on site or remotely at any time of the day and it provides **useful call data**, such as missed calls and call history, to build an accurate picture of call traffic and when staff are most needed to answer the phones.

The Gamma Horizon solution is simple to grow too with the additional of handsets and voice channels. A hosted solution is **paid for on a per user basis**, so can flex as required.

Since deployment, our project manager has handed over Devoran's care to their dedicated account manager who will keep in regular contact to make sure their new telephone system continues to meet their needs. This attention is supported by annual questionnaires from our customer services department while our service desk and engineers will resolve any system issues.

**"Excellent service and very professional. I would be happy to recommend."**

**Richard Orsman, managing director**



**Gamma**  
Platinum Partner