



Case Study

Ainscough Vanguard Ltd



TXI provide Ainscough Vanguard Ltd (AVL) with a new Hosted Voice over IP Telephone Service.

Ainscough Vanguard Ltd

Ainscough Vanguard Ltd is the UK's leading Industrial Handling Solutions contractor specialising in the installation and relocation of industrial plant and machinery.

The Requirement

Ainscough Vanguard shared a Cisco system with Ainscough Crane Hire. Due to the companies parting the systems, including the phone system, needed to be independent.

AVL were looking for a system that combines the best features that users were accustomed to, from the old Cisco system, whilst being easily managed with a simple setup and being cost effective. AVL required 50 phones spread over 7 geographic locations.

The Solution

TXI's solution provided a fully managed communications solution, covering 7 geographical areas. This allowed AVL to focus on core business.

Customers Comments

"The solution was installed towards the end of 2007. I work on my own at Ainscough Vanguard and was daunted by the idea of installing a phone system, but the hardware requires no special knowledge to install and TXI were available and helpful during the simple setup."

"TXI have a helpdesk which assists me with managing the systems call routing, voice mail and diverting of calls. The system was initially setup by TXI to the specification I wanted. Anything in the system can be changed easily using the Business Portal. If I don't have the time, or want TXI to do it, they make the changes with the minimum of fuss."

"TXI have approached any bespoke requests for the system as a challenge and come up with a solution that works quickly."

"I am very pleased with how the whole project went and how helpful TXI have been."

"Anything in the system can be changed easily using the Business Portal."

Andy Argile
IT Manager

Connecting you at a touch



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