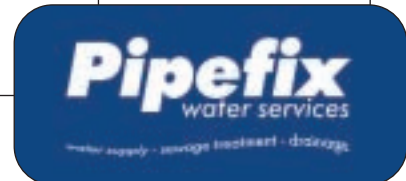




Case Study

Pipefix Limited

TXI provide Pipefix Limited with a total managed telephone solution.



Pipefix Limited

Pipefix Limited are a water and drainage engineering company based in Dorset. The company's main focus is operational – they employ 18 full time engineers in the Wessex Region and deliver installation, repair and maintenance services for Water Companies, Commercial, Domestic and Public Sector clients. The head office is in Dorchester and has between two and five staff in at any one time, managing the day to day operations and back office functions. Two of the management team work remotely from their homes for much of the time.

The Requirement

The office had managed to function on 2 analogue lines with an answer phone for many years, but as the business grew it became increasingly obvious that more capacity was required to manage incoming calls as callers in were beginning to comment on the amount of time the phone was engaged. As this concern grew and the regular headcount in the office exceeded the number of telephone lines availablewe also became aware that more outgoing lines would be necessary.

Pipefix wanted a solution that would deliver; enough simultaneous incoming call capacity for up to 5 people, a means of capturing all calls so that customers would never experience an engaged tone, integration of the remote workers phones with the main office, an easily managed system that could be altered to meet the very flexible and constantly changing needs of the business, low capital costs, low ongoing costs and ongoing support.

The Solution

Pipefix now have a direct dial solution. They can manage their calls properly and the remote office workers to the outside world appear to be based in the main head office. They can expand their business outside of their immediate region and can also take advantage of the fact that we can add telephone numbers from a different dialling area to their existing system without having to have a physical presence in that area, which is a very powerful prospect. Pipefix are working through TXI's fully managed service.

Cutomers Comments

"We chose TXI primarily because they listened to what we wanted and demonstrated that their system met our basic needs and had the capability to enhance our communication internally and between us and our customers. They allowed us to test their system to ensure that it met our expectations. They also met our budget and our requirements. TXI have dealt with any teething issues promptly and efficiently and have always been very keen to ensure that the system is working as it should."

"We chose TXI primarily because they listened to what we wanted and demonstrated that their system met our basic needs..."
Ben Fredriksen
Business Development Manager

Connecting you at a touch



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