



Pitt Godden & Taylor, Chartered Accountants & Business Advisors focus on small and medium enterprises, whilst still providing outlooks and services to bigger firms'. The practice is based upon an enthusiastic team of professionals with a wide range of interests and skills. We have a high level of empathy with our clients; our relationships are built around ongoing mentoring, coaching and consulting services. We have a shared philosophy of exceptional service.

The Challenge

Pitt Godden & Taylor were looking to refresh their ageing phone system with a modern, simple and effective phone system that ensured calls were handled in a structured and efficient manner. There was also a need to reduce call costs and have a plan for disaster recovery should it be needed in an emergency.

Company Partner at Pitt Godden & Taylor, Nick Bishop said "RHM Ltd took the time to listen to our needs as an organisation before offering a solution. They helped us to understand the technology available that would really make a difference to the way that we handled our calls. All in all it's been a very good

experience using RHM Ltd and I would recommend them as an excellent choice for any organisation looking to improve their telecommunications."

The Solution

Pitt Godden & Taylor contacted RHM Telecommunications Ltd for a consultation on the available technologies and systems currently on the market. RHM recommended the LG eMG80 phone system based on the requirements of the organisation.

This new system provided PGT with the following benefits:

- Comprehensive reporting and statistics
- Effective call routing across the business
- Complete business continuity
- Improved productivity
- Reduced costs on calls and maintenance