



rhm



Case study



The solutions

- Avaya IP Office 406
- Avaya Voicemail Pro
- Avaya digital and IP handsets
- RHM calls and lines package
- RHM Mobile call plan
- A range of 35 mobile handsets
- RHM Gold SLA

The benefits

- One experienced local supplier
- Enhanced communication across all sites
- Line rental tariffs matched to requirements
- A significant reduction to monthly call spend
- Increased flexibility and productivity
- Improved customer service
- Single point of contact

Contact us

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Warners Motor Group

Driving success in Gloucestershire

Company profile

With three sites throughout Gloucestershire the Warners Motor Group have an established reputation for choice, value and quality. A long standing relationship with Peugeot and Citroen brands, the Group offers a comprehensive range of new and used vehicles.

The issue

A well established and expanding local business, Warners needed an experienced local communications partner that would provide a single point of contact and rapid response to their requirements.

With an immediate requirement to improve the existing telephony infrastructure and achieve cost savings on calls the Warners Motor Group approached RHM. On further analysis it was also discovered that RHM could help to make significant savings on the Groups mobile telephony and enhance the flexibility and productivity of Group employees.

The solution

RHM began by reviewing the requirements of the individual sites, developing a plan that would address communication needs on a day-to-day basis.

This review led RHM to recommend and install the latest Avaya IP Office phone system – a scalable IP communications platform able to support 2 to 360 extensions and a range of productivity and cost saving features. Addressing the current

needs of the Group, while being flexible enough to manage any future expansion plans.

A range of digital and IP Avaya handsets and voicemail features allow the Group to boost employee productivity and flexibility. Allowing the Group to increase an already strong reputation for quality – both in vehicle sales and service provided.

Once the initial install was completed RHM began to review the Groups voice calls. Matching line rental tariffs to requirements RHM were able to create a personalised call plan – allowing the Group to benefit from the best possible deal on calls and make significant monthly savings.

With the Groups requirement for fixed line telephony addressed, RHM developed a mobile tariff tailored to the Groups location and user requirements. Allowing the 35 users to benefit from low rates, great reception and the latest mobile handsets.

Regular account reviews are now held to proactively manage the Groups communications, delivering the local, personalised service that Warners Motor Group had sought from the outset.

“RHM have met all our requirements for quality of service and cost and we can rest assure that our business communications are in safe hands.”

Mike Warner, Warners Motor Group

