



rhm



Case study



The solutions

- Avaya IP Office 406
- Avaya Voicemail Pro
- Avaya digital and IP handsets
- RHM calls and lines package
- RHM Gold SLA

The benefits

- Continuity of service guaranteed
- Seamless link between main and satellite surgeries
- Free inter-site calls using IP
- One number for people to call
- Answering service
- Call recording
- Automated attendant
- Voicemail
- Call forwarding

Contact us

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Kingsteignton Veterinary Group

Talk with the animals

Company profile

The Kingsteignton Veterinary Group is an established team providing 24 7 health care and advice for both large and small animals throughout South Devon and the surrounding districts.

The issue

The Kingsteignton Veterinary Group prides itself on providing the best possible levels of care and support to both pets and owners. Long term, local communications partner RHM

Telecommunications understands this, so when the Group began to plan the expansion of the main surgery at Kingsteignton, RHM were pleased to help.

With customer service a key priority for the Group and 24 7 support throughout Devon a necessity, the expansion plans gave an ideal opportunity for investment in a communications platform that would enhance service now and continue to meet any future demands.

The solution

With plans in place, continuity of service during the transition was the next priority. With surgery facilities moved to temporary premises close by, RHM provided an interim solution that would mirror the functionality of the final system designed for the new surgery building – providing complete continuity of service when the final move was made.

The installation of an Avaya IP Office phone system gave the Group access to the latest IP telephony features and benefits. A range of digital and IP handsets now link main and satellite surgeries seamlessly with all the functionality of one phone system – providing an automated attendant, voicemail, call recording and forwarding. With free inter-site calls via IP to help keep costs down and one extension list for staff and one number for pet owners.

This solution coupled with a calls and lines package from RHM and the added reassurance of a local team of experienced RHM engineers ensures pet and owner are guaranteed to see a vet when it matters most.

“With the help of the RHM team we have ensured the practice is equipped with a communications system that is able to enhance service now and continue to meet the growing needs of the Group in the future.”

The new features of the system now mean that our staff are able to work more flexibly, providing pet and owner with the same high quality of service from any location, and at any time of the day or night.”

**Nick Lloyd, Practice Manager
 Kingsteignton Veterinary Group
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Authorised partner of

