



Dacre, Son & Hartley | 200 YEARS  
1820 - 2020

## The Client

**Yorkshire's Estate Agent:** Dacre, Son & Hartley have been helping people move in Yorkshire for over 200 years. They have the advantage of 20 strategically positioned offices, highly trained professionals, and enthusiastic marketing teams delivering expert local knowledge, all supported by industry leading technology.

## The Challenge

Thanks to sustained success and subsequent growth, Dacre had a disjointed telephony estate with a mix of Alcatel, LG and Avaya phones systems. They were traditional, premise-based hardware systems, connected to BT lines and supplied and supported by three separate telecoms companies. This made the overall system complex to manage, particularly when there were issues or changes required, as well as creating training complexities across the business.

## The Feedback

**Patrick McCutcheon – Head of Residential** says “RHM has worked with us to help simplify our communications across our 20 offices. We often have to make changes to incoming call routes typically at short notice and their helpdesk support us really well.”

## The Solution

We recommended a cloud-based system, with a single operating system and single supplier, creating a seamless system across 20 office locations. We did this using the Gamma Horizon Cloud Telephony platform, including managed Gamma internet connections to assure good call quality. We added professional music on hold, voice greetings and option routing, saving money compared with the previous solution.

Over a period of three years RHM migrated the individual offices onto the platform as existing contracts ended and now all 20 offices are on a consistent platform. This now means staff can move between offices and use the same handsets and features, and any user can transfer calls between offices, set up a conference call or ring a colleague in another location.