

→ CASE STUDY 🔍



NCC EDUCATION

Leading education provider makes huge cost savings and improves working practices with Evonex hosted telephony.



BUSINESS CHALLENGE

- NCC Education was acquired by Singapore-based Informatics Education Ltd in 2016. The takeover saw the workforce at the NCC Education's Manchester office streamlined from 70 to 33. Several of the staff lost in the reorganisation were those most familiar with the existing server-based telephone system, which was complex and not particularly user friendly.
- As part of the reorganisation, the business was set the challenge of reducing the amount of hardware on site. Another objective was to find a replacement for the existing telephone system that was easier to use yet delivered some additional features.
- Naturally, NCC Education approached their existing telephone provider, and one of the largest telephone suppliers in the UK, but were disappointed by both on what they had to offer. Additionally, found the suppliers unwilling to help with the project; in fact, they seemed unresponsive, inflexible, and uncompetitive. Plus, they were suggesting the installation of additional equipment onsite, which was precisely what NCC Education was keen to avoid.

“ We are delighted with SCG's customer service and attention to detail, from first contact, through the quotation process, installation, and after-sales support. ”

THE SOLUTION

SCG approached NCC Education and suggested a hosted solution, which would accomplish everything they were hoping to achieve. Switching to a hosted telephone system would mean less hardware onsite. The system would also offer the flexibility to operate more efficiently. Inbound calls would be routed directly to the appropriate department, eliminating the need for a central receptionist. Several useful additional features – such as, hunt groups and pick-up groups, to enable call distribution within the individual departments – would also be included.

NCC Education liked what SCG was suggesting. The proposal was comprehensive and the sales representative explained clearly what would be delivered.

THE BENEFITS

Steven Bettoni, IT Support Manager at NCC Education, is clearly delighted by the change to a hosted system, and by the service that SCG has provided:

“We were unhappy with what our previous supplier was proposing. It was unclear precisely what they were offering and how it would work for us. By contrast, SCG were on the ball, knowledgeable, and made every possible effort to help us understand how their proposal would improve what we already had and the benefits we would gain from that. Their representative made sense of the hosted offering. They were also price competitive, easy to work with, and gave us the feeling of being valued and helped.”