

Moneyway Case Study – Video Transcript

[Subtitle: Matt Frogatt – Moneyway]

As a company we change our management team a few years ago, and during that changeover we did a full review of our technology and was decided that our telephone system wasn't suitable for the growth plans of the business, so we entered a tender process to replace it and whittling it down from the original eight we decided on Vodafone for our preferred supplier.

Vodafone suggested an Avia platform which incorporated voice messaging, an IVR platform and various other gateways to enable us to support whatever technologies we may want in the future. Quite important to us was the capability to connect it to our main computer systems, so that we could tie the voice calls together with customer information to reduce the handling time of calls and to give customers and agents a better working experience.

The main efficiency savings have been around the ability to redirect the calls anywhere we would like within the Moneyway empire, for want of better terminology. We have a number of offices around the UK and up until recently we were all on completely separate phone systems. We can now move calls wherever we please within the group which allowed us to realise great savings in terms of efficiency and headcount.

As a company we've used Vodafone for ten plus years now and the reason that we carry on using them is due to their capabilities, their technical knowledge, their professionalism. We have a very good working relationship and we're very confident that any issues we have with them we only have to pick up the phone and they'll throw whatever's needed at it to resolve them. We have complete faith that any solutions they recommend to us will work and they're not being recommended to us simply because they have a high profit margin for instance.

So yes overall we're very happy to be customers of Vodafone Unified Communications Group, we would definitely recommend Vodafone Unified Communications Group to any customers, with no hesitation whatsoever in recommending them, very pleased with their work.