



Thomas & Young wanted to **improve** **their communications** **service**

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Thomas & Young



Thomas & Young is a firm of chartered accountants and auditors based in Solihull. The team of around 40 staff has been providing high quality tax, business and accountancy advice to a range of business sectors for nearly 35 years. Additional services they provide include advice on how to improve and develop a business, business strategy, access to corporate finance and specialist tax advice.

Challenge

Having clear communications are a vital part of Thomas & Young being able to deliver first class service to their clients. Responding back to clients more quickly was one of the key areas that needed to be addressed. Calls missed within the office has historically been a barrier to getting answers back to clients within target timescales, so an integrated system that linked the office to mobile devices was a must.

Solution

Air Telecom suggested the installation of the Vodafone One-Net system as ideal for the challenges faced by the business and assisted with the implementation of a complete new system.

Working with Thomas & Young, Air Telecom helped with the path of integrating the system itself into how the business works – delivering not just a telephone system but a whole better way of communicating and responding to clients.

Benefits

From day one, Thomas & Young saw real benefits of the new system – better communication with clients has meant a better service delivered and happier, more loyal clients. James Carty, a Partner within the business commented:

“When out of the office or in meetings, we are now able to have calls directed to colleagues who can assist in our absence. It means we can trust that the call has been answered even if we couldn’t take it ourselves.”

“We would have no hesitation in recommending Air Telecom as a telecoms provider. Their approach with us from the start was as one of a communications partner, which as a business made the whole process of upgrading our telecoms system pain-free and very much worthwhile.”

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For more information, contact
Air Telecom on 0121 366 0068

Air Telecom UK Limited, Carleton House,
266-268 Stratford Road, Solihull, West Midlands B90 3AD

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