



IP TELECOM

Multi site VoIP Integration



SURESKILLS

Be tomorrow ready.

Case Study





About the company

SureSkills is a world leader in delivering sophisticated technology, knowledge and learning solutions to complex and challenging client requirements. Their four divisions of Training & Certification, Consulting Services, Learning Services and Resource Placement deliver blended solutions to support their customer needs.

With four locations globally, Peter Branagh and his team can support their clients quickly and efficiently with proven learning & knowledge-based solutions and support services across a wide range of enterprise enablement activities.





The Challenges

Before SureSkills moved to a VoIP Solution, they were using different providers and different systems for their multiple locations.

Obviously, this was not at all ideal for an established multi-location company - they had no remote access to fix any issues, they had no internal extensions, which meant they were making international calls to their other offices, and they were paying a high amount for support contracts. There was no option for them to administrate their own systems.





The Solution

SureSkills invited IP Telecom to tender for the business. Anthony, our Commercial Director, worked alongside Sales Manager, Chris, and created a well-researched response, which won the account.

Installation was seamless, SureSkills made sure that the minimum network requirements sent over by IP Telecom were put in place before installation day - and because of this, they were set up and ready to go pretty quickly - IP Telecom engineer Josip visited them to do installation and training, working with Peter & the SureSkills Support team on install day.



IPT Hosted Phone



IPT for Call Centres



IPT for Teams

It's like a new world. SureSkills now have all of their locations together under the one telecoms provider, they have internal extensions, and staff can now make calls across their locations free of charge.

SureSkills are now paying 75-80% less on their bills company-wide, have a voicemail manager, and most importantly, the administration over their own system.



-80%

Cost Reduction



Cloud-Based PBX



Remote enabled



Client Testimonial

“We chose IP Telecom for their price, efficiency, the fact they showed research into the tender. Their current customers stood behind the solution, which gave me confidence in IP Telecom. The project management has been perfect, I’ve worked with Chris, Anthony, Josip, Jakub and Annette and they’ve been great.”

- Peter Branagh, IT Engineer





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