



Matthew Homes Ltd.

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Peter Jones, managing director
Matthew Homes

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A Multi Site Solution

Establishing a successful building company in today's competitive housing environment can be tough. This case study details how in just 20 years one company has grown to be one of the largest building companies in England. Today the company has a network of five offices and building sites and needed a solution which addressed growing call costs and the ability to handle increasing call traffic without increasing costs.

CUSTOMER BACKGROUND

Matthew Homes Ltd is a successful building company based in Potters Bar, Hertfordshire and builds homes throughout South-East England. Established for more than twenty years and with experience in building going back to the 1950's, Matthew Homes produce a diverse range of homes for a variety of different requirements.

From Northamptonshire and Cambridgeshire in the North of the region to Hampshire and Sussex in the South, and from Dorset in the West to Kent and Essex in the East, and including the metropolis of London, sites have quality and style in common. Homes range from Studio flats for first time buyers to five-bedroom generously proportioned houses for the more established family.

THE BUSINESS CHALLENGE

During a regular customer contact and service visit which Inter-Tel's reseller undertakes, the customer raised some concerns regarding office efficiencies, the phone system and also expansion requirements.

As the existing telephone system had become obsolete and the product manufacturer was phasing out the

service and spares support, Matthew Homes required a system upgrade. More modern features were required to improve service and reduce workload. They also wanted a new system that would easily cater for expansion plans.

The workload on reception had grown too large for one person to continue to manage (4,500 inbound and outbound calls per week). More calls needed to be handled than the receptionist could efficiently manage so there were delays in answering calls, and callers were kept waiting. In addition there was not an efficient voice mail system and method for dealing with messages. There was an answer phone system but it was old and tended to break down. Matthew Homes identified the fundamental requirements from a new system as follows:

- A more flexible way of handling calls without hiring an extra person.
- To efficiently handle and record messages.
- To eliminate the problem of callers kept hanging on too long.
- To have a telecom system which could grow with the company.

THE BUSINESS SOLUTION

One of Inter-Tel's leading resellers reviewed the business challenges and knew very quickly that only the Inter-Tel Axxess could deliver on all counts.

To reduce the workload on reception, a number of solutions were reviewed. Among these Inter-Tel's reseller proposed a Windows Operated Console (WOC) based on a PC. This allows flexibility in answering calls by enabling call transfer with a 'click of the mouse'. The system solution also included voicemail functionality on all extensions as well as a Direct Dial Inward (DDI) facility which also helped reduce the amount of calls going through the main receptionist.

The Inter-Tel Axxess system was selected to seamlessly integrate the technical requirements and provide the following benefits:

- Increased efficiency without increased headcount.
- No missed calls.
- Reduced workload on receptionist through direct dialling of incoming calls.
- All messages captured and retained on voice mail rather than lost or delayed on old equipment and post-it notes.
- Remote retrieval of messages.
- LED display on all phones with caller identity (ID), and message waiting indication facilities. Delivering, faster customer response and increased productivity in the offices.
- Scalable system for expansion, and easy, low cost upgrades.

By implementing the Voice over Internet Protocol capabilities of the Axxess from day one the client was able to connect numerous satellite offices across the country effectively reducing inter-site call traffic costs to zero.

RESULTS

Since implementing the new system, Matthew Homes has experienced a significant increase in efficiency in the reception and office areas, and major improvements in customer handling.

Peter Jones, managing director has been very satisfied with the decision to proceed with the Inter-Tel Axxess system and commented:

" We have been very pleased with the service, technical expertise and professionalism from everyone involved in the process.. Since implementing the Inter-Tel Axxess system we are now able to handle the high volume of calls efficiently. We have eliminated the missed and unanswered calls and improved our image and performance with our clients."

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For more information on Inter-Tel and the products and services we offer please contact us:



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