

BOURNEMOUTH-BASED ESTATE AGENTS MAKE THE MOVE TO CLOUD COMMUNICATIONS WITH UNIVERGE BLUE

CASE STUDY

CHRISTOPHER SHAW RESIDENTIAL LTD



“Because of the extra flexibility UNIVERGE BLUE delivers our team efficiency has improved 100%!”

James Tiller, Operations Director

Customer review: ★★★★★

CHALLENGES

Keeping in touch with customers with a highly mobile workforce makes estate agencies one of the more challenging industries for business communications. Operations Director James Tiller explains, “Our clients expect to get hold of us quickly regardless of our location. Recently, when two team members were ‘pinged’ and had to self-isolate, they were able to set up and work from home really easily using the Univerge Blue system operating as though they were in the office.”

“Our previous hosted system simply wasn’t flexible enough and we were diverting calls to our personal mobiles when we were on an appointment.”

SOLUTION

To cope with the new demands the team were equipped with UNIVERGE BLUE CONNECT for their laptops as well as mobile clients and NEC business telephones. James says, “We can operate from home as if we were in the office and we no longer need to give out our personal mobile numbers.”

“The team can now work more flexibly and are reachable on a single number.”

RESULTS

The UNIVERGE BLUE user interface proved a hit with the team and no training was required.

“The whole team were using it from day one. You can pick it up quickly because it’s so user friendly.”

Favourite features include the Group Chat function which provide quick internal communications. James explains, “We work on two floors. When a customer comes into the office I can message my colleague to come down to see to them while I’m on a call. The Click-to-dial feature also enables us to call directly from a website which is an excellent time saver.”

“Best of all, we can now work from any location seamlessly and continue to deliver a high standard of service levels to our clients.”

ABOUT

Christopher Shaw Residential Ltd was founded in 2007 providing a range of estate agency and property services in Bournemouth and Poole. The company offers lettings, property management and sales.

christophershaw.co.uk

