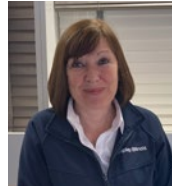
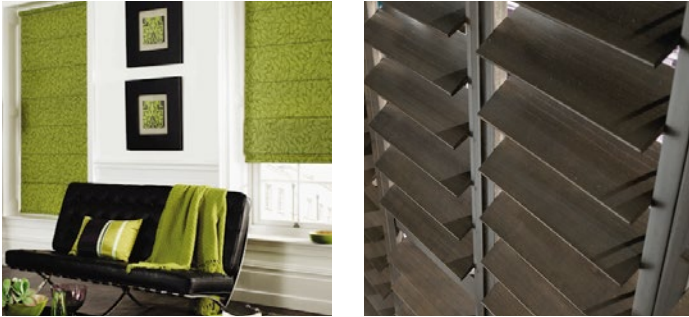


NEC PROVIDES THE PERFECT FIT FOR
BESPOKE HOME FURNISHINGS COMPANY

CASE STUDY

SHIPLEY CURTAINS & BLINDS, UK



Ann Marie Dalton
Director

Customer review:
★★★★★

“ UNIVERGE BLUE has made all our operations easier. The whole team are more contactable and responsive from wherever they’re working”

CHALLENGES

The pandemic lockdown presented Shipley Blinds with an enviable challenge of high business levels as the demand for home improvements soared. Their existing phone system couldn't cope with the new high levels of call traffic and a team working from multiple locations including the showroom, home offices and customer visits. Director Ann Marie Dalton says, "It was manic, my phone never stopped ringing, and we had to find something more flexible."

“It’s as easy to use as an iPhone”

SOLUTION

UNIVERGE BLUE CONNECT cloud-based phone system (UCaaS) was deployed including over 100 calling features, Team Chat and SMS. NEC business phones were installed in the showroom, remote workers used the Mobile App and homeworkers the Desktop App.

“Group Chat is more efficient for us than email”

RESULTS

Communications within the team were transformed with improved call flow and easier access to mobile staff. Their customer experience also enhanced with a prompter, more professional service. Ann Marie explains, "Now, most of our customers' enquiries can be dealt more quickly, with easy call transfers to the right person first time. As a result, we have less call backs and voicemails to deal with."

“Our communications have improved 100%”

Other features have proved an essential part of their business operations. "Group Chat is more efficient for us than email as it gives the team full visibility of the latest customer enquiries and who's dealt with them. We don't duplicate efforts or waste time. It's highly recommended!"

ABOUT

Shipley Blinds & Curtains Ltd have been installing bespoke furnishings for over 20 years.

www.shipleyblinds.com

