



**Company**  
Douglas Stafford



**Business Type**  
Mystery shopping, market research, training and telesales programmes.



**Number of employees**  
80



**Requirements**  
A cost-effective telephony solution that would reduce call costs, provide flexibility for growth and add advanced functionality.



**Solution**  
VoIPOffice™ Hosted Professional  
Business Multi Plan  
talkAssure™ SIP trunking



## Case study - Douglas Stafford

Established in 1989, Douglas Stafford has pushed from day one to be the champion of the performance improvement industry through its mystery shopping, training and development services.

### THE CHALLENGE

When Douglas Stafford first approached Telappliant in 2007, the company was using British Telecom's telephony services with a Cisco PBX. The system was expensive, inflexible and unable to accommodate the company's growing needs.

More recently, Douglas Stafford has faced high charges for mobile phone calls with a separate supplier.

### THE REQUIREMENT

With high call volumes, Douglas Stafford wanted a cost-effective VoIP phone system that not only saved money, but also provided additional flexibility and functionality. Call monitoring and recording to improve customer service in conjunction with its mystery shopping service were particularly important requirements. Having conducted extensive market research, Douglas Stafford identified Telappliant's VoIPOffice Hosted telephony system as the best solution for their requirements. In 2012, Douglas Stafford approached Telappliant once again, this time to help reduce its high call charges from mobile phone networks. A solution was required that would extend the cost saving benefits of VoIP to employees' mobile phones. call plan and incoming numbers for callers from the UK.



*We've worked with Telappliant since 2007 and they have responded to our constantly evolving need ever since. Most importantly, the VolPOffice Hosted telephony system provides us with low cost calls. The system's flexibility and functionality however are also major benefits.*



#### THE SOLUTION

Douglas Stafford worked with a dedicated Telappliant account manager to determine the most appropriate solution for now and the future. With calls charged at less than 1p per minute, the VolPOffice Hosted Professional telephony system, partnered with Telappliant's Business Multi Plan call package, offered the ideal package.

VolPOffice Hosted Professional is an IP PBX solution hosted by Telappliant 'in the cloud'. It allows Douglas Stafford to enjoy the features and benefits of an advanced business telephone system but without the hardware and maintenance costs. It consolidates business communications from multiple locations anywhere in the world under a single high performance IP telephony platform.

The Business Multi Plan package sits alongside VolPOffice and brings together landline and mobile minutes for UK, European and international destinations in one inclusive call plan.

#### THE OUTCOME

Within a few weeks, Douglas Stafford's new VoIP telephony solution was in place. The company made a smooth transition away from BT/Cisco and suffered no downtime during the implementation process.

Douglas Stafford now benefits from low cost inclusive calls, online call monitoring and call recording. VolPOffice also provides many other advanced business telephony features, including music on hold, audio conferencing and voicemail to email, which enables voicemail messages to be received as email attachments.

Telappliant hosts the VoIP service in its secure data centre, so it is maintenance free and there is always space to accommodate growth. Thanks to Telappliant's talkAssure SIP trunking service, Douglas Stafford can instantly add additional telephone lines as required.

Telappliant is an Internet telephony specialist with more than 80,000 subscribers and one of the largest Voice over IP (VoIP) networks in the UK.

We offer advanced, feature-rich telephone systems and low-cost call tariffs to businesses of all sizes. Call 0345 400 4040 or visit [telappliant.com](http://telappliant.com)