


Insure4sure Case study


Insure4sure are an independent Insurance Broker that provide commercial and personal insurance across the UK to a variety of insurance markets including Lloyds of London. All their advisors are experienced insurance professionals providing independent advice and first class knowledge. They are supported by a team of Account Managers based at their head office in Peterborough.

 **Company**
insure4sure

 **Business Type**
Insurance Industry

 **Number of employees**
10

 **Requirements**
A way to replace a costly and outdated phone solution.

 **Solution**
VoIPOffice™ Premium
talkAssure SIP trunking
connectAssure Fibre
VoIPOffice Communicator

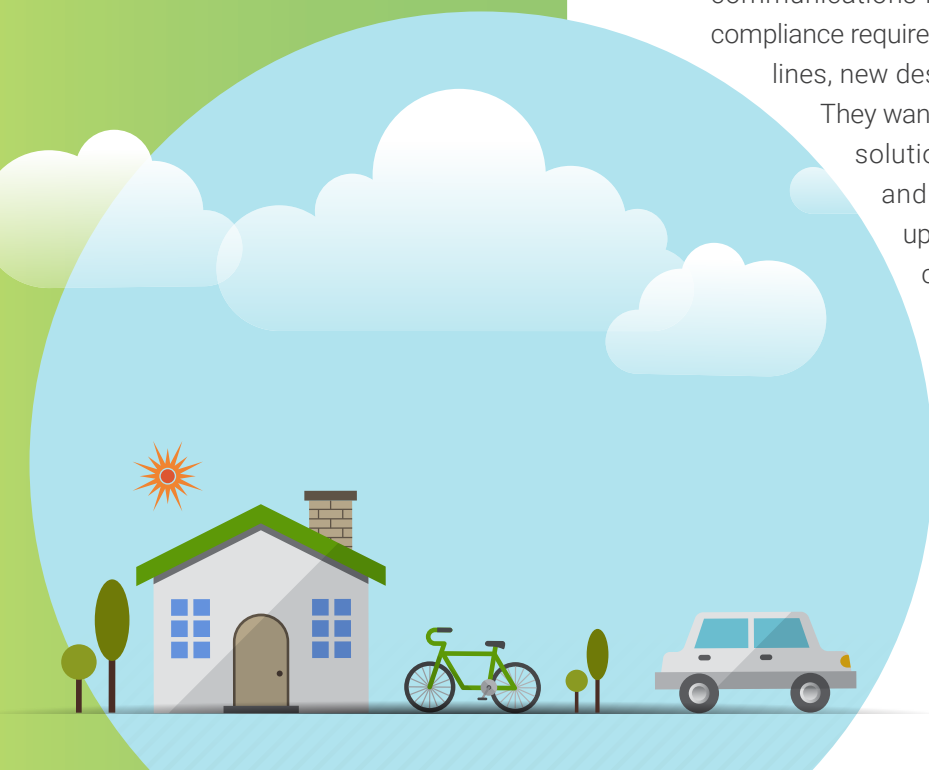
The Challenge

Insure4sure were using an outdated onsite PBX with two desk phones and needed to update their system as the company was expanding. They were experiencing problems with transferring calls efficiently and answer all the calls they were receiving due to limited capacity. After consulting a number of suppliers they spoke to Telappliant based on a recommendation from a family member with a Telecoms background.

The Requirement

As Insure4sure were expanding they needed additional communications features including call recording to meet compliance requirements, a free phone number, additional phone lines, new desk phones and a faster internet connection.

They wanted a supplier that could provide all of these solutions, so they could pay just one monthly bill and deal with one company for support and upgrades. Insure4sure were concerned about how complicated a new system might be to setup. Subsequently price was not their priority, instead they wanted a provider with strong customer service and reliable support.



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We have always received a 5 star service from Telappliant

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The Solution

Insure4sure provided their dedicated Telappliant account manager with the quotes and packages from other suppliers. Telappliant explained all the items that had been included and provided a simplified package which covered all their needs. Telappliant's VoIPOffice hosted PBX replaced their existing phone system, including a number of advanced features such as call recording and VoIPOffice Communicator.

The talkAssure SIP trunking solution upgraded Insure4sure to 10 virtual telephone lines and 5 extensions over a single high-speed Internet connection. This reduces costs by more than 60% compared to legacy ISDN lines and provides enough capacity to ensure phones are never engaged. A new connectAssure Fibre connection powered the voice and internet requirements for the company. A free phone number and Business Multi Plan sits alongside VoIPOffice and includes landline and mobile minutes for outbound calls to UK, European and international destinations in one combined call plan. Their five office phones were upgraded to the latest Aastra handsets to utilise all of VoIPOffice's features.

The Outcome

Telappliant's support team assisted Insure4sure with the setup of their system and remained in contact until all the components were up and running. Pre-configured VoIP phones were provided so Insure4sure didn't have to configure them on site. The SIP trunks, music on hold and IVR will ensure they never miss a call and customer service quickly improved as a result. Staff motivation also increased as the team could quickly and simply transfer calls around the office and use VoIPOffice Communicator to see who was available and where they were. Thanks to the talkAssure SIP trunking service, Insure4sure can instantly add additional telephone lines as their business expands. The most popular solution at Insure4sure is the drag and drop conferencing feature in VoIPOffice Communicator which allows staff to quickly add other team members to conferences with third party suppliers.

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When our contract is up for renewal we will stick with Telappliant due to the excellent service we have received.

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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**