

Case study - National Homebuyers

National Homebuyers is a fast purchase property company specialising in the UK. It provides a cost effective efficient way for people to sell their home without the stresses, delays, costs and uncertainty of selling on the open market. National Homebuyers is now the UK's leading consumer-facing fast purchasing company.



Company
National Homebuyers



Business Type
Property management



Number of employees
10



Requirements
A way to manage constantly rising amount of incoming and outgoing calls.



Solution
Business Multi Plan
TalkAssure SIP Trunking

THE CHALLENGE

To setup a calling solution that would manage the increasing number of incoming and outgoing calls being dealt with by National Homebuyers. The solution needed to be a cost effective, good quality calling solution, which was also flexible enough to be able to grow with the development and requirements of the business.

THE REQUIREMENT

National Homebuyers initially considered and tried a number of options before coming to Telappliant. One of their first considerations was an ISDN solution but its high costs and lack of flexibility couldn't compare to the more cost effective and flexible to setup infrastructure offered by VoIP.

The initial VoIP services that National Homebuyers tried were unable to offer exactly what they required, as there were either limitations on call usage despite signing up to Business packages or the call quality and the cost effectiveness of calling were called into question. It was at this point that they contacted Telappliant and outlined their requirements for a VoIP solution that would hopefully fulfil their business needs. Telappliant took into consideration that National Homebuyers, required the ability to be able to make and receive a number of calls simultaneously to both UK landlines and mobiles, without the worry of being cut off if they reached a limit.





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THE SOLUTION

Telappliant's talkAssure SIP Trunking solution enables National Homebuyers to effectively utilise a single Internet connection to make and receive multiple concurrent calls. Providing National Homebuyers with added flexibility and improved business continuity as well as offering substantial cost savings over traditional telephony services.

Initially when National Homebuyers approached Telappliant, there was no combination call package for both UK landline and mobile calls. Telappliant addressed this issue by creating a Business Multi Plan specifically for National Homebuyers. The package offers inclusive monthly minutes for calls to UK landlines and mobiles, that won't cut them off after they have made a large number of calls, taking into consideration that calls could exceed expected levels.

THE OUTCOME

National Homebuyers have a scalable telephony solution that reflects their requirements and not just what is 'available'. The setup and configuration of the whole solution was extremely easy and pain free, *"there were less teething troubles with packages that were created specifically for us than those that were already in existence with other providers"* says Kirk Fletcher. Although there have been some instances of downtime, these moments of no longer than 20 minutes, have never matched the downtime by other VoIP providers which have lasted up to a day.

The talkAssure SIP Trunking solution and Business Multi Plan both offer National Homebuyers a scalable VoIP solution that will allow them to expand their telephony requirements with the future expansion of their business, without significant cost increases.

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