



## Quote My Energy – Case study

### Quick Summary

#### COMPANY

Quote My Energy

#### BUSINESS TYPE

Business Energy Comparison

#### NUMBER OF EMPLOYEES

25

#### REQUIREMENTS

Implement a scalable plug and play VoIP phone system suitable for remote working

#### SOLUTIONS

- talkAssure SIP trunking
- VoIP Office Plus
- VoIP Office Communicator
- Cordless IP Handsets
- Call Plan
- Phone Numbers

Quote My Energy was founded in early 2014 with the aim of creating a competitive B2B energy comparison website. Quotemyenergy.co.uk is an easy to use business energy comparison service that empowers UK businesses to compare and switch business energy suppliers and save money on electricity rates and gas prices.

With ambitious plans to rapidly expand Quote My Energy wanted a supplier that was flexible and cost effective but also had the ability to scale up when necessary to meet their aggressive growth plans.

#### The Challenge

Quote My Energy had a specific challenge which needed solving with an innovative solution. During a call with UK businesses a Quote My Energy representative would establish the caller's requirements, they needed to be able to transfer the call live to the most appropriate energy provider to continue the sales process.

They also had the challenge of finding the right hardware for their workforce. Remote working turned out great for the founding members of the business and was subsequently rolled out to all staff. This provided their staff with the flexibility to work from anywhere, and the business was able to rapidly expand without incurring office space overheads. They required IP phones which would be

compatible with a range of home broadband providers as each staff member used a different internet provider. Ideally the phones would be plug and play devices that arrived pre-configured so their staff didn't waste time setting up the devices themselves or on the phone to support.

After speaking to a number of large telecoms providers they were unable to find the right technological solution to their challenges, at a competitive price. Then Anand Sunderji one of the co-founders of Quote My Energy was referred to Telappliant by an existing customer.

#### **The Requirement**

Anand contacted Telappliant with his requirements and Hamza Yung, Telappliant's New Business Development Manager was able to demonstrate our live transfer functionality on the first call. We were also able to recommend a range of cordless IP phones which could be pre-configured so they would work as soon as they were plugged in. Quote My Energy were so impressed with the solution and hardware that they placed their first order straight away.

"The live transfer function was the main solution that we were looking for.... Although it sounds simple it's not a solution we could find at a feasible cost. On the first call we were shown how the live transfer function worked, and that was that! We were impressed with Hamza's technical knowledge, he knew exactly what we needed but could explain it in simple terms we could understand."

– Anand Sunderji, Founder, Quote My Energy Ltd

#### **The Solution**

The initial solution was made up of a three user VoIP Office Plus phone system which ran over a talkAssure 5 channel SIP trunk. SIP channels offer a greatly reduced cost (more than 60%) compared to a traditional ISDN lines and provides enough capacity to ensure phones are never

engaged. They used Yealink Cordless IP phones which were pre-configured by our provisioning team and arrived ready to plug straight in to their internet connection and start calling straight away. A Business Multi Plan supports the companies call usage, including landline and mobile minutes for outbound calls to UK, European and international destinations in one combined call plan. This provides them with a fixed call spend every month and savings on call costs.

Within four months the company had expanded to 10 staff using the Telappliant solution and were processing 3,500 business enquiries a month. As the company expanded and their call usage increased Hamza notified Anand that they were getting close to their current plans inclusive minutes limit. Hamza was able to move them onto the next multi-plan to avoid any out of plan call charges being incurred.

#### **The Outcome**

Anand was impressed with the speed in which Telappliant processed and dispatched their order. Within three days they had gone from making an initial enquiry to being up and running on a new advanced telephony solution. Staff were able to plug in their phones and start calling straight away and any new staff members would receive their phones within days of placing an order.

"We were very impressed with the speed at which we were up and running, within a few days, where as other providers said it would take weeks to get setup with a solution"

– Anand Sunderji, Founder, Quote My Energy Ltd

Thanks to the infinite scalability of VoIP Office and the talkAssure SIP trunks Quote My Energy's solution is able to effortlessly expand as the company grows. Future plans including optimising their existing solution using analytics to report on staff usage and adding more functionality.

“ We're growing quite fast, so every time we hire a new member of staff we can phone our account manager and have a handset sent out straight to the new starter within days. It's a very scalable solution you're providing. ”

Anand Sunderji, Founder, Quote My Energy Ltd