

Case study - Reassured

Reassured searches the insurance market to provide competitive phone-based quotations for life and critical illness cover. With all quotes and business done over the phone, Reassured currently handles around 90,000 calls per month.



Company
Reassured



Business Type
Life and critical illness insurance broker.



Number of employees
80+



Requirements
Disappointed with the call quality from its initial VoIP provider, Reassured needed a reliable supplier for its call centre that could guarantee high call quality.



Solution
VoIPOffice™ Hosted for Call Centres
Business Multi Plan
talkAssure™ SIP trunking

THE CHALLENGE

Reassured was unhappy with the service it was receiving from its initial VoIP supplier. Although the company had slashed the cost of its calls, the call quality was poor and to make matters worse, the system kept crashing.

THE REQUIREMENT

With thousands of calls being handled every day and the business depending entirely on sales made over the phone, more than anything, Reassured was desperate to find a reliable VoIP provider. While the cost of calls and flexibility of the system were important factors, call quality and continuity were essential.



Over the years VoIPOffice has grown with the business and proved to be reliable and to significantly reduce our overheads. Telappliant is always happy to respond to our unique demands and I highly recommend VoIPOffice Hosted for Call Centres to other businesses.



THE SOLUTION

Telappliant owns one of the largest VoIP networks in the country and its state-of-the-art network infrastructure is optimised for VoIP delivery, with a guaranteed 99.999% availability. As one of the most highly trained VoIP specialists in Europe, Telappliant is also fully ISO 9001 quality certified, so Reassured could be confident about high call quality and reliability.

Reassured worked with its appointed Telappliant account manager to determine the most appropriate VoIP package for its call centre, which comprises more than 80 users. With calls charged at less than 1p per minute and additional functionality such as a supervisor panel and real-time agent monitoring, the VoIPOffice Hosted for Call Centres telephony system, partnered with Telappliant's Business Multi Plan call package, were put in place.

VoIPOffice Hosted for Call Centres is an IP PBX solution hosted by Telappliant 'in the cloud'. It allows Reassured to enjoy the features and benefits of an advanced business telephone system but without the hardware and maintenance costs.

The Business Multi Plan package sits alongside VoIPOffice and brings together landline and mobile minutes for outbound calls to UK, European and international destinations in one inclusive call plan. Currently, the Business Multi Plan provides Reassured with 150,000 landline minutes, 110,000 mobile minutes and 50 rest of the world minutes every month.

With the talkAssure SIP trunking solution, Reassured benefits from 45 virtual telephone lines and 84 extensions over a single high-speed

Internet connection. This reduces costs by more than 60 per cent compared to legacy phone lines and provides enough capacity to ensure phones are never engaged.

THE OUTCOME

Within a matter of weeks, Reassured's new VoIP telephony solution was in place. The company made a smooth transition away from the previous VoIP provider and suffered no downtime during the implementation process.

Reassured now benefits from a completely reliable telephony solution, which provides exceptional call quality and is able to cope with the high volume of daily calls.

Aside from reliable, low-cost calls, VoIPOffice provides the company with many other advanced business telephony features. These include an interactive virtual receptionist (IVR) to allow callers to select options using their keypad, as well as call queuing, monitoring and recording. Reassured also has a range of UK geographic and European telephone numbers with Telappliant for strategic marketing purposes.

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