

A du Pré Case Study with:
London Law Agency



Having spent more than 14 years using a BT Meridian Norstar and faced with the prospect of moving their telephone system from Southampton Row in London to The Old Exchange in Wimbledon, the London Law Agency turned to du Pré for assistance with the relocation and upgrade of their system.

Telephony & IT services

- ✓ du Pré Connect
- ✓ ADSL connectivity
- ✓ System support
- ✓ Telephone calls

About London Law Agency

London Law is the UK's leading independent company Registration Agent with extensive experience in company formations, company information, company law and legal services.

General Manager
Jeremy Osborne

www.londonlaw.co.uk

Jeremy Osborne, General Manager of the London Law Agency, had been reasonably happy with his BT Meridian Norstar for the duration of its use in the company.

However, the company decided to relocate and this provided the perfect opportunity to switch to a more modern system which was better suited to their needs.

And the previous system wasn't without cost, as Jeremy explained. "Prior to moving to Wimbledon we were still suffering the high costs of the last relocation when we moved to Southampton Row several years ago.

"Back then, the relocation was moving from one exchange to another and BT wouldn't allow us to retain our well-known number for inbound calls.

"Instead, we were having to pay extortionate costs for BT to forward all calls to us. It meant that every inbound call was being charged to London Law Agency.

One of the benefits of du Pré Connect is the ability to retain telephone numbers, regardless of where the office is relocating to. This meant that London Law Agency were able to

retain the telephone numbers from their first site and bring them into the IP telephony service.

"It's perfect," said Jeremy. "Not only do we have the flexibility of du Pré Connect but we no longer pay hefty costs to BT for forwarding every call. Our more sophisticated service is saving us money each month."

Jeremy also highlighted how the Support team at du Pré helps with customer service. "Whenever I need help it's just a single phone call to du Pré and my issue is resolved. I don't have to wait on 'hold' to BT anymore which is really good. The staff at du Pré are excellent."

Jeremy is preparing for the winter snow this year by taking an extra office phone home with him. By plugging one of the system's Cisco handsets into a standard BT home router, calls can be made and received exactly as if the user is in the office.

"I always thought 'voice over IP' calls were consumer grade and low quality, but that's not what du Pré offers. I am very pleased with our change - increased service and a cost reduction."



For further information,
call du Pré Sales on
01635 55 55 50
or visit our website
www.dupre.co.uk

Connecting people