

Telephony & IT services

- ✓ du Pre Connect system
- ✓ du Pre Connect support
- ✓ Structured cabling support
- ✓ 10Mb Viatel Circuit
- ✓ DSL internet connections

Support Team Leader

Mr Simon Power

About

PrintSoft Systems markets and supports software solutions for the design, generation and production of digital documents.

These solutions are responsible for printing over 10 Million unique pages in the UK daily.



Grasping the opportunity for a new telephone system during a recent office move, PrintSoft Systems Ltd considered various options before selecting 'du Pré Connect' to operate across their UK office.

Having operated for many of years with a traditional telephone system, PrintSoft Systems chose du Pré Connect to meet their needs, embracing new technology with a future-proof system.

"It seemed to make the most sense," explained Simon Power, Support Team Leader at PrintSoft. "After all, we are a forward thinking company so an IP solution for us was perfect."

Simon continued, "It also makes much more sense with the simplicity of cabling throughout the company. Gone are the days of cable for telephones and cable for computers. Now it's much more straightforward to manage."

It was the summer of 2008 that du Pré was called in for the new system installation. "It was all very painless," said Simon, "and the du Pré Support Team in Newbury were always there to iron out any teething problems with Connect." The Project Control team at du Pré has carried out numerous installations and is highly skilled at operational and user training needs.

du Pré Connect enables employees to simply unplug their office handset and take it home to continue working. This activity is becoming increasingly expected as companies respond to the growing media coverage on swine flu.

du Pré plc has recently announced new measures to help businesses tackle the effects of swine flu in the wake of the recent Pandemic classification by the World Health Organisation. Business continuity has never been more key.

In partnership with specialist global telecoms providers, du Pré has reacted to an increasing demand for 'Remote Working Transparent' communication solutions, such as du Pré Connect.

Until swine flu really takes hold, Simon is enjoying the other benefits of du Pré Connect. "It's not just enabling people to work from home," he said. "It's so much easier now to configure handsets ourselves, and to create huntgroups and new users. All those small changes are easily managed directly by us now.

"And I know that when I need the du Pré Support Team, they are pleasant and helpful, which is always good!"

Simon admits that PrintSoft were a little apprehensive about IP Telephony before making the switch. "Yes, we did have some concerns initially," he said, "but one year on I'm very pleased with our decision. du Pré Connect is better than before, easier to manage, far more flexible than anything else, and the call quality is just as good, if not better, than it was beforehand."



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