

Acorn Capital Partners



NetServices assist Acorn Capital as their PBX's fail

Like all other modern businesses Acorn is highly dependent on its communications infrastructure. Despite the prevalence of email, phone systems are still vital for business. When Acorns' traditional PBX system failed, the business was left with restricted communications (accessible only by email). Acorn was out of contract on its maintenance contract so they had no support available to fix the system. As a NetServices customer, Acorn was aware that our portfolio included voice solutions; therefore they turned to us for advice on a solution.

Acorn Capital Partners is a corporate finance and private equity firm specialising in providing fund management and advice to companies with strong growth potential. The people behind Acorn have funded many high growth companies in the development phase of their life cycle.

Not only could the potential effects of their PBX telephone's failing be critical, but with no maintenance contract in place they were facing a potentially significant cost of trying to fix the problem.

Challenges

The challenge for NetServices was to not only get Acorn back up and running as a matter of urgency, but also to ensure that they received a system that they could be 100 per cent confident in for the future. Any new system had to have assurances built in to ensure that Acorn never found themselves in this situation of being without a phone system again. It also had to be a cost effective solution, without any large initial costs to pay out.

NetServices were again able to exceed Acorns expectations and provide them with a new working system within 10 working days.

CHALLENGES

- Unforeseen PBX failure meaning no budget had been assigned for a new system
- Urgency of restoring some form of telephone communication service

SOLUTION

- NetTalk 15 pre-packaged, pre-priced solution with ADSL connectivity for home workers
- Office Internet

RESULTS

- Hosted VoIP solution providing a more resilient, cost effective solution
- No upfront hardware costs for Acorn
- Feature rich offering, with dynamic management via the administrative portal
- Speed and ease of installation

"Already being a customer of NetServices and knowing that they offered voice services they were our first port of call.

Luckily for us they were able to offer us both an immediate and a long term solution that will genuinely add value to our business as well as saving us money."

Graham Norfolk,
Acorn Capital Partners.

Solution

NetServices solution was a 2 tier response - first providing an emergency working solution, followed by a stable new system.

The working solution was in place within the first 24 hours. This involved routing Acorns telephone numbers into NetServices private network and re-routing them back out to Acorn company mobile phones. With this procedure in place, NetServices could work on providing a permanent solution.

The permanent solution was to provide Acorn with a VoIP system in the form of a functioning NetTalk 15 package for their head office in Wilmslow, Cheshire. NetTalk is an out-of-the-box solution which has been designed to be 'self-installing'. The routers and phones are pre-configured by NetServices and dispatched. Acorn were up and running on their new solution within 10 working days, with NetServices support.

Because NetTalk is aimed at small businesses with limited IT resource, even with the 'plug and play' nature of the product, NetServices offer the option to install the services for customers who believe they have specific issues. Due to the business critical nature of the install on this occasion Acorn requested NetServices manage the install on their behalf.

In addition to their VoIP solution, NetServices also provide Acorn with office internet. A 2Mb office line provides their internet connectivity.

Benefits

The solution has proved beneficial to Acorn in numerous ways. Firstly the NetTalk solutions are fully managed and no onsite IT skills are required to manage the service. The onsite hardware is managed by NetServices and network connectivity is backed by an 'enhanced care' solution to minimise disruption to the business in the event of any system failure.

Secondly the VoIP solution means Acorn can manage their phone system more effectively themselves. Using the portal interface, features that are expensive and difficult to alter on a PBX, can be amended in minutes using the simple browser interface. The portal is extremely simple to use and enables employees to manage their own features, such as voicemail, voicemail to email, hunt groups, IVR based menu's, call diverts and much more. These standard options offer small businesses the same features that were previously only on offer to large corporations with sophisticated communications networks. If required, updates can also be implemented by NetServices, as even though the solution is a pre-packaged solution it is still fully managed and backed by SLAs.

Finally the solution is cost-effective and especially well suited for small businesses with remote or home workers. In comparison to a traditional system clients make significant savings with our attractive call rates. Acorn was also appreciative of the fact they did not have to invest heavily upfront in expensive hardware.



"NetTalk is ideally suited to a business of this size and the speed we can install the solution made it ideal in these circumstances."

Phil Wedgwood, NetServices.