



Chilworth
Partnership

Industry: Recruitment
Website:
chilworthpartnership.co.uk

Delivering Reliable and Cost-Effective Phone System for Chilworth Partnership

Accountancy & Financial Recruitment agency add up the benefits of TMT Telephony

Powering best-in-class customer service with a compliant, easy to use phone system

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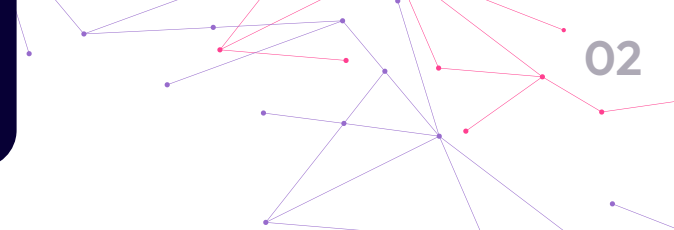
We have benefitted from the pro-active account support, technical support and training which has given our team complete confidence with our communications. They're a team we can trust implicitly.

LISA SMITH –
OPERATIONS MANAGER AT
CHILWORTH PARTNERSHIPS

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Customer service is of utmost importance for reputable local financial recruitment, with secure, compliant telephone communication being critical.

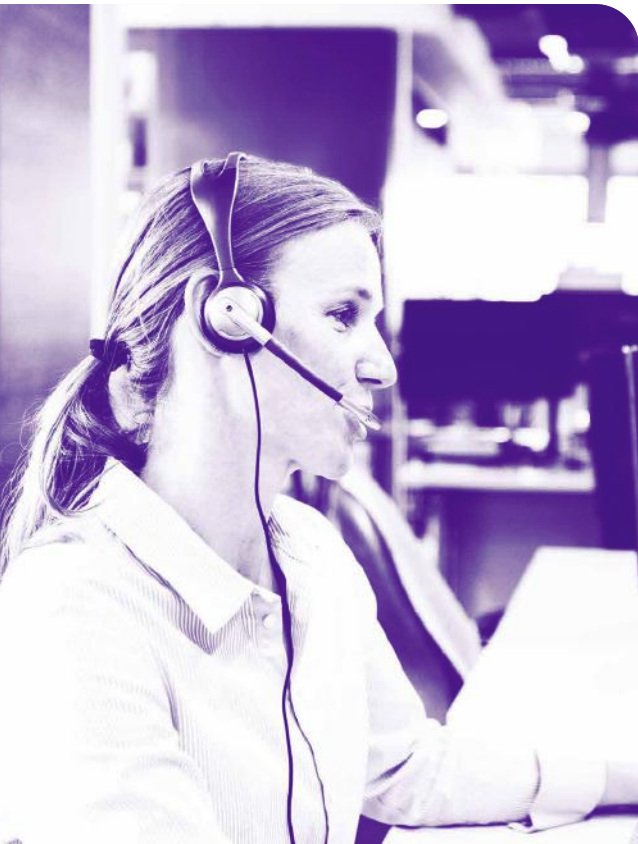
So, when its existing phone solution began to struggle, Chilworth Partnership asked: What better solutions and technologies can we use to support our employees, considering the remote nature of our working practices?



The Challenge

“When lockdown kicked in our existing phone system was no longer fit for purpose. Our team quickly became homeworkers and used their mobile phones for business use. Providing our high standards of customer service was challenging, as we had no call transfer and had to write down client numbers for call backs. This was also costing the business a considerable amount extra each month.”

- Expensive mobile phones
- No call backs
- Lack of required features
- Limited call transferring



The Solution

“We chose the TMT managed telephony mobile app because of its ease to use – the team love it! It also provides the flexibility we were after, especially for our home workers and when on client visits.

As we continue to expand as a company, adding new users is a seamless experience. Previously we used an external supplier for music-on-hold and bespoke voicemail messages which was a further expense – these services are now included within our package.”

The Outcome

“Our call package includes free mobile calls including international ones. Overall TMT has provided us with substantial savings. Also, training new starters is simple as the system is so intuitive and easy to use. And our productivity with the slick call control, even with our home workers, has improved the all important customer experience.”

-  Cost savings
-  International call included for free
-  Training included
-  Suitable for home workers

Support your teams with improved telephony by asking the experts

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