

Southview Dental Care is a mixed NHS and private dental care practice with 17 members of staff based in Edenbridge, Kent.



The Challenge

The existing telephone system, supplied and supported by a very large telecoms company, had been in place for many years and was causing issues. Staff were finding the system confusing to operate with a huge lack of training and ongoing support.

"The answerphone system was flawed and nobody [from our previous supplier] seemed to know how the system had been configured. Anytime there was an issue, it was a nightmare to get hold of somebody," says Kayleigh Hanmer, Practice Manager.

Southview Dental Care were paying a premium price without getting a premium service. There was lack of clarity on the monthly invoice too.

The Solution

There was a need expressed by key staff for greater flexibility to make and receive calls from anywhere within the practice. We supplied a strategic mix of cordless handsets and desk phones.

The telephone system needed to be easier to use as this had been a major issue with the previous solution, particularly for those on reception. PS Tech provided on-site training along with bespoke user guides and access to PS Tech's help desk team for any ongoing support.

The Result

Following a smooth transition of installation and number porting, staff at the practice have found the new system very easy to use. Now calls are queued and answered correctly allowing for better patient experience. Kayleigh says, "PS Tech have met all objectives. Quick service is provided when we need it which is essential to keeping the practice running efficiently. All the team are friendly, helpful and very professional."

Installation was quick and easy and we are very happy with the new system!

- Kayleigh Hanmer, Practice Manager

By switching the telephone service, broadband and line rental over to PS Tech, Southview Dental Care were also able to save a massive 51% per month against their previous supplier!

The new telephone solution provided includes voicemail to email, call recording, call forwarding, out of hours call handling, and much more, making it flexible and easy to accommodate any future practice requirements, without any unexpected upgrade or additional maintenance costs.

DISCOVER THE BENEFITS TO YOUR PRACTICE:

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