

# iData delivers complete telecoms solution for leading graphics & print company

## Background

Based near Chester, Redwood Creative Design provides print and graphics services to a fast growing customer base. The company delivers a bespoke service from concept to end product.

Quality and professionalism is paramount and key to increased sales. Clients include a leading children's hospital and a premiership football team.

## Business Challenge

A substantial increase in orders resulted in a move to larger premises. Increasing call volumes also meant existing systems and equipment were unable to cope, creating a growing risk of lost business, poor customer service and damaged reputation. The company server also required updating for volume and security purposes.

Redwood also took the opportunity to order a review of its telephone landline provider to seek out cost savings of an alternative provider. Ideally this was to come from a single solutions provider. It was also imperative that there would be minimum disruption to the business.



## Solution - iData

- Requirements analysed in-depth
- complete site survey carried out to verify the client's exact needs
- New Cat5 points installed allowing increased phone lines and PC points
- New LG iPecs phone system supplied, installed and configured with added benefits of call waiting & call analysis
- Upgraded server supplied and installed for increased security and larger memory
- Landline billing provider changed resulting in dramatically reduced costs of calls
- No interruption in service to the company



**Delighted with the service – Redwood's MD Matt Tunnicliffe**

## Outcome

After the installation and configuration of its new LG iPecs system, the company had ensured it had the most advanced phone system for its needs – both current and in the foreseeable future.

With a new server installed, security was vastly improved and all company artwork was reliably backed-up.

A review of landline supplier and call charges decreased the amount spent by the company – savings thus far have been projected to 25%.