



Redware case study: flexibility and support

a vivo case study



The need

Redware is a thriving software company helping large organisations deliver remote training to their staff, dealers and franchisees. For example, it provided the platform for Jaguar Landrover to offer e-learning to its network of dealers, allowing individuals to progress at their own pace and at a time and location that suited them.

As a company Redware relies implicitly on sophisticated, flexible and reliable connectivity and communications systems. So when the Redware team moved into new premises they knew they had to replace the outdated phone system they found there. The question was what with?

A no-risk approach

Redware had a poor experience with a hosted provider in the past but after talking to Vivo agreed to trial their hosted phone system with a couple of handsets – no upfront investment, no risk. They discovered they liked the range of features and the flexibility available and decided to go with Vivo Exchange, a hosted VoIP service.

'We didn't want the hassle of having equipment installed in the building,' says MD Andre Wigley. 'We were ripping out our old phone system when we moved in, and you do have to wonder when you invest in a capital purchase what its lifetime is going to be.'

With Vivo Exchange, there's no capital outlay required – you just plug your phones into your existing local area network (LAN). But there were other equally important benefits for Redware.

The benefits

Wigley explains: 'We have remote workers so we can now just give them a phone, they can plug it in at home and they will appear as though they're part of our office phone system, so we can transfer calls directly to them. From a client's perspective it's totally seamless and they would have no idea whether I'm actually talking to them in my office when I could really be in the Bahamas.'

'I'm also a bit of a communications freak so I've got 3 phones plugged into the system myself – one for where I am now, I also have another office in this building, and one at home!'

When it came to installation, whenever Redware had a query or encountered an issue, they just called Vivo. Within hours they would be getting on-site assistance. **'Problems have been resolved quickly and from that perspective I would recommend Vivo very much,' says Wigley. 'Their pricing was also very competitive.'**

Best of all was the ability to be truly flexible. 'We flex our team sizes quite drastically on occasion. If we're working on a big project we could throw 10 or 15 people in the mix for maybe three to six months. With a hosted solution we just pay for those licences and terminate them at the end of it – so we can grow and shrink as we need to. It's great.'



In a nutshell...

“I’ve been very happy with Vivo,
I would recommend them.”

Andre P Wigley
Managing Director

Redware Limited
The old School
Holly Walk
Leamington Spa
CV32 4JG

Telephone: 01926 659 444

-  **FREE** Free no-risk trial
-  No capital outlay
-  No disruptive installation
-  Competitive pricing
-  Excellent support
-  Seamless service for geographically dispersed team
-  **Totally flexible – add or remove users when you need to.**



interested in finding out more?

If you'd like to discuss these issues further and see what initiatives may be most appropriate for your business, please contact Andy at Vivo Telecommunications for a free consultation. We can look at the specific issues your business is facing and talk through the ways we can cut your costs and help you to work smarter.

To find out more contact Andy

call 0800 046 9460

www.vivotelecommunications.co.uk

andy@vivotelecommunications.co.uk



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