

# LETIA

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## INTRODUCTION

Founded in 2005, Letia specialise in designing industrial test machines for blue chip companies all over the globe. Providing solutions for customers across the UK, USA, Middle East and North Africa, Letia has made a name for itself worldwide. With over 15 years of experience, Letia design systems have helped companies to increase production, cut costs, and remove bottlenecks.

## SUMMARY



### PROJECT

With the PSTN switch off nearing closer and closer, Letia were looking for a VoIP provider, so they could eliminate the traditional PSTN phones which they had in place.



### SOLUTION

We eliminated their previous PSTN (analogue) line, and provided our unlimited extensions service. We also installed a new Broadband Circuit on SoGEA, which enabled them to lose their PSTN Line Rental and migrate the line number to the Cloud solution.

## CHALLENGE

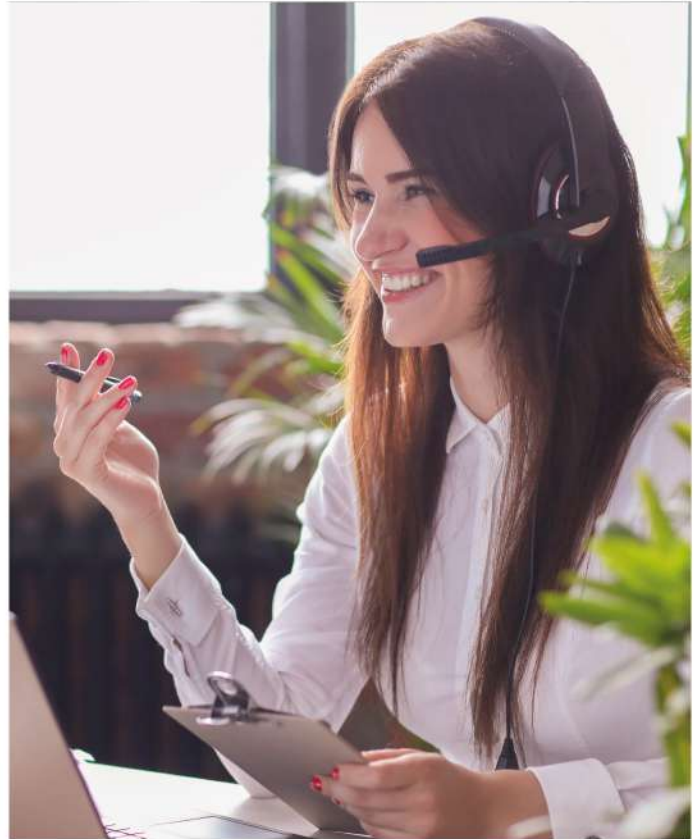
With the PSTN switch off nearing closer and closer, Letia were looking for a VoIP provider, so they could eliminate the traditional PSTN phones which they had in place. They also wanted a product which would help them in long-term cost savings and scale with their business. Letia inquired about what we could offer after hearing a satisfied existing customer recommend us to them. Their main concern was figuring out how to get to grips with the 3CX configuration and see how it would fit into their business. Amber, our Head of Engineering, performed a remote demonstration so that they could see how the system's backend worked as well as the user interface side of the system. Satisfied with how simple the phone solution was, they agreed to the phone solution, and we got to work straight away.



## SOLUTION

Having their previous PSTN (analogue) line provided by BT, we worked with Letia to beat BT pricing, and provided our unlimited extensions service. This allowed them to continue to add staff without worrying about price increases as unlike the competitors this solution isn't costed on the number of extensions. They also wanted to start working on a work-from-home basis and eliminate their existing desk phones and switch over to Headsets. After making the switch to VoIP, working from home had never been easier. They could now answer all their calls from their mobile or desktop applications, with all headsets being plug and play.

We also installed a new Broadband Circuit on SoGEA, which enabled them to lose their PSTN Line Rental and migrate the line number to the Cloud solution. Letia no longer had to worry about the PSTN shutdown deadline, and they can now use a phone system that not only saves them money in the short and long term, but also scales as the company grows. During the migration, Letia were kept in the loop of all key dates for which the transfer would take place and we advised them when they would go live. This gave Letia enough time to prepare and ensured that all calls were up and running as soon as possible.



### ➤ Remote working

All staff were able to easily work from home, without having to worry about how they would be able to get in contact with customers.

### ➤ Cost Savings

We were able to beat BT pricing and reduced their contract term to 2 years to align with how the company operates

### ➤ Scalability

The scalability of Office365 means that as Mockridge continues to grow, so does the platform, allowing them to boost both productivity and expand their business further.

### ➤ Long-term investment

With their new VoIP system, they no longer had to worry about the PSTN switch off.

## GET IN TOUCH TODAY!

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