



H&F ACCOUNTANTS' TRANSFORM OPERATIONS WITH AN ADVANCED TELEPHONE SYSTEM

H & F ACCOUNTANTS

H & F ACCOUNTANTS' COLNE

SECTOR: Finance

EMPLOYEES: 1-5

SITES: MULTI

PRODUCTS:

- YEALINK T48 Touchscreen Handsets
- CISCO mobile webex

OVERVIEW

H&F Accountants, based in Colne, required an advanced telephone system to support their growing team and enable reliable remote working and collaboration. With a focus on ensuring smooth communication both in and out of the office, H&F Accountants turned to GBIS Communications, a trusted partner they had worked with for years.

GBIS Communications provided them with a solution designed to streamline operations and improve client communication for the accounting firm.

CHALLENGES

H&F Accountants experienced significant growth, the existing communication infrastructure struggled to keep up with the demands of a larger, more distributed team. They needed a robust system that could:

- Enable remote working while maintaining strong connectivity.
- Improve internal collaboration.
- Ensure that clients experienced smooth and efficient communication, both during and after business hours.

THE SOLUTION

To meet H&F Accountants' specific requirements, GBIS Communications implemented a feature-rich telephony system, using the latest technologies. Key components of the solution included:

- **Personalised Pre-call Announcement:** Ensured that every client call started with a customised greeting, offering a personalised experience and setting the tone for high-quality service.
- **Voicemail to Email:** Simplified communication by enabling voicemails to be forwarded directly to the team's email inboxes, allowing team members to stay on top of messages even when out of the office.
- **Set Time Schedule:** With business hours set from 9 AM to 5:30 PM, an automated out-of-hours message ensured clients were always informed when the office was closed, creating a smooth, professional experience.
- **Yealink T48 Handsets with Webex Integration:** Installed Yealink T48 touchscreen handsets that seamlessly integrated with Webex's mobile and desktop apps, allowing the team to stay connected whether in the office or on the move.
- **Music on Hold:** Implemented hold music to keep clients engaged during call transfers, further enhancing the overall customer experience.
- **Comprehensive Call Analytics:** Provided detailed analytics to track and optimise call performance, enabling the management team at H&F Accountants to monitor call volumes, wait times, and overall performance.

RESULTS

The implementation of the new telephone system has dramatically improved both internal and external communication for H&F Accountants. Some of the key benefits include:

- **Increased Efficiency:** The new system's features, such as voicemail to email and call analytics, have significantly simplified the team's workflows.
- **Improved Remote Work Capabilities:** With the Yealink T48 handsets and Webex integration, team members can now collaborate effectively and stay connected no matter where they are working.
- **Enhanced Client Communication:** The personalised pre-call announcements and automated out-of-hours messaging ensure that every client interaction is smooth and professional.

TESTIMONIAL

“H&F Accountants has worked with GBIS Communications for years, trusting them with our security and telephone systems. Over time, they have consistently surpassed our expectations. Their exceptional diligence and prompt service have been vital in keeping our operations running smoothly. The latest telephone system installation has transformed how we work, enabling us to communicate more effectively both internally and with our clients.

I wholeheartedly recommend GBIS to anyone seeking reliable communications services. With their unwavering commitment to excellence, we can focus on growing our business with confidence. Thank you, GBIS!”

— H&F Accountants

CONCLUSION

Through the installation of a highly advanced, feature-packed telephone system, H&F Accountants have enhanced their communication capabilities and are able to support their continued growth. With reliable, modern technology in place, H&F Accountants can now focus on serving their clients with greater efficiency and professionalism, both in the office and remotely.