

## Case Study

### Taymec – Broadband & VoIP

Blend Telecom came in when Taymec needed to update its office phones to feature rich VoIP system. A particularly important change given the ISDN switch-off by BT.



“ We asked Blend Telecom to come and take a look at our requirements for a phone/internet system as we weren't happy with the service we were being provided by BT. Blend put together a package for us that worked out a great deal cheaper and with more features and flexibility which suited our business. As standard phone lines will soon become obsolete, we made the switch with Blend's help to a VOIP system and are really impressed with the quality and ease of switch over. We would highly recommend Blend ”

– LUKE TAYLOR

Taymec required the support of a local business expert when its national supplier was failing. Blend Telecom took time during the briefing stages to understand how Taymec work as a company, in order to tailor the products Blend Telecom offered. Several different options were brainstormed which would improve Taymec's overall productivity. The ideal fit suggested to the company was a VoIP solution to prepare the company for the ISDN switch off in 2025 and increase the feature set that a traditional phone system couldn't offer.

Adopting this new VoIP system has allowed for greater efficiencies in numerous areas of Taymec. The system has given Taymec the capacity to make multiple outgoing calls at the same time, have voicemail to email and access to calls while out of the office through a smartphone app. The app also enabled Taymec to stay open and responsive, recently, by allowing them to maintain their service standards throughout the Covid-19 Pandemic.

### Project Specifications



Faster broadband



App access



Cost savings



Voicemail to email



Local account management



ISDN switch off ready