

Case Study

Wales News Service – VoIP, Broadband and Energy

Blend helped Wales News Service make the move to the cloud-based service, VoIP, and provided the team with speedy broadband and 5G connectivity with EE perfect for their nature of work. Blend also combined their EE contract into one business account to make billing easier and remove the hassle of multiple invoices.



Wales News Service are a press agency based in Cardiff sending news, features and pictures to top media outlets across the country. The Wales News Service team were bound to an old telephone service with mis-sold technology that were not meeting their service needs. Once their lengthy 5-year contract came to an end and following their move to a new office location, Blend stepped in to offer the team cost-effective and high-quality products without being bound to long contract times.

Blend helped Wales News Service make the move to a cloud-based service for their phone lines known as VoIP. As well as putting Wales News Service ahead of the 2025 shut off of national telecoms provider BT's ISDN (Integrated Services Digital Network), this enables the team to have access to calls and voicemails left on office phones through the use of an app accessible across different devices.

Through VoIP, the switch to remote working was seamless for the team. Whether the staff are Mac, PC, tablet, mobile or desktop users, this cloud-based service allows staff to access calls wherever they are.

Blend understood the busy nature of Wales News Service's work and the need for a speedy internet connection both in the office and on the go. Blend provided their office with super-fast broadband perfect for when the time comes for a return back into the office. This super-fast connectivity is perfect for sending important news, features and pictures to media outlets across the country.

Blend also combined their EE contract into one business account to make billing easier and remove the hassle of multiple invoices all while saving money. With a more cost-effective service plan through Blend's partnership with EE, the Wales News Service Team has access to speedy 5G connectivity which they can use as a trustworthy wifi hotspot anywhere.

With Blend, Wales News Service benefits from a dedicated local account manager on hand to help with any issues that may arise with their products. Staff can access assistance without the long waiting times of busy customer service lines and have the peace of mind that their services are running smoothly along with the business.

Project Specifications



Cost savings



Local account management



Scheduling



Voicemail to email



App access



ISDN switch off ready