

Office moves

IT. Telecoms. Cyber Security.

Support from a provider you can trust.

How we provide wraparound care for a local sound and lighting company.

About the Services Provided

A major sound and lighting company were adding several new locations and was struggling to communicate effectively using an outdated analogue landline phone system. Syn-Star met with the client and fully understood their requirements for not only today but for aligning with their growth plans.

Syn-Star provided a full proposal which included, migrating to a new VoIP phone system, internet connectivity for all the sites and assistance with network cabling and Wi-Fi.

In particular, this client wanted to ensure that they had the means to communicate effectively, both internally with colleagues and externally with customers with as little downtime as possible.



Key Outcomes



Supply of both internet & telecoms



Proactive support with services



Full support with location moves



Creation of more flexible communication options



Supply of headsets

How we provide wraparound care for a local sound and lighting company

Support from a provider you can trust.

Telecoms options

Phone systems have come a long way in the past few decades. While desk phones can be useful, they can severely restrict your staff. Using them alongside headsets allows your team to use both hands for typing, or even to move around while taking the call.

Softphone apps allow for greater flexibility when on-call or working remotely, enabling your team to be reachable on their usual office number, no matter where they are.

Tech Quote

Technician

“Prioritising your IT during an office move can be the quickest way to get your systems back up and running.”

 **Email**
hello@syn-star.co.uk

 **Website**
syn-star.co.uk

 **Call us**
0333 242 2447

The Issue

This client was struggling with negative feedback from their team who wanted to be able to work from home and other locations. They were also having to use their personal mobiles to complete their day-to-day jobs.

The client wanted to ensure they had a secure network and a modern telecoms system that was flexible for working from home and their new locations as they expand.

On speaking to Syn-Star, this client was relieved to learn that we could both modernise and support their telecoms while offering them flexible usage options. This helped to streamline the call process, saving them valuable time.

On several occasions, the client also needed to expand locations. Syn-Star were called in to ensure the expansion of the phone system and internet connectivity.

How we helped

Our main goal was to ensure that the client ended up with an agile phone system that would help them grow and improve their business operations and efficiency.

We set-up headsets for staff to use when taking calls, as well as setting up a softphone and mobile app for use when on jobs out of the office. Secondly, we also needed to ensure they had secure internet throughout their office. This didn't just involve setting up the network. We also implemented security strategies to protect the business and its employees from a variety of cyber security risks.

How we provide wraparound care for a local sound and lighting company

Support from a provider you can trust.

Different ways of working

Your team needs to be able to continue working no matter where they are. Should there be a need for remote working, making this a reality is more than just introducing new hardware to ensure your business is kept safe.

Syn-Star can help set everything up to ensure your staff can work happily and safely from any remote location.

Client Quote

Manager

“Our phone systems had been here longer than I have, and I’ve been here over 10 years! Upgrading our phones, and being able to use our phones when out, has been fantastic for us to not miss calls. Having help when we moved was also a total godsend.”

The importance of flexibility

This sound and lighting client frequently undertakes work outside of the office. However, good, clear communication is required at all times.

Therefore, it was imperative that the client had the ability to make and receive calls quickly and efficiently. Within the office, we provided both modern desk phones and headsets to facilitate better communication. We also set up phone menus so that contacts could be found easily.

Outside of the office, softphone apps could be used. These enable team members to make and receive calls using their smartphones using their usual office number.

The Outcome

Our client was happy to have a more modern telecoms system in place that made the working day easier. They are also happy with the internet services we provide, and have remained safe from cyber threats.

This client knows that, should they need to move location again, Syn-Star can provide both network and cabling support making the process as stress-free as possible.

Need help? Lets talk!

Want to find out how Syn-Star can help your business to communicate more effectively?

We can work with you to implement a wraparound telecoms service, ideal for both on-site and remote working. Alongside this, we can also help to strengthen your network to maximise usage and tighten security.

syn-star
IT - Telecoms - Technology

 **Email**
hello@syn-star.co.uk

 **Website**
syn-star.co.uk

 **Call us**
0333 242 2447