

# Balanced Solutions

Computerised Accounting Services & IT Specialists



23 June 2009

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Hi Mark

Now we've had your new phone system in for a few months, I thought it was time to drop you a line.

As you know, we almost got together by chance. Ironic really that the sale really came about due to your initial enquiry regarding our services. Funny how business works!

Anyway, as you know at the time of meeting, I was reviewing our old phone system, as it was not particularly doing what I initially thought it would when we committed to a 5 year contract. I knew we had to do something as we simply weren't getting the full potential from it.

So when I sat down with you and discussed what was possible with your system, it seemed a perfect solution, especially considering the tight integration with our computer system.

The system was installed within the suggested timescales, any initial niggles were rectified almost immediately and the two lads that carried out the install, Brett and Darren are an absolute credit to your business. Nothing was too much trouble and they did their utmost to make sure we were happy with every aspect of the system before they signed it off.

Well that was a few months ago now and I am delighted to say, the system does exactly what it says on the tin and has resulted in greater efficiency within our business.

In particular, the following features have been a revelation:

- Auto-dialling from our ACT CRM system and the ability to hot link from an incoming call to the relevant ACT contact has increased efficiency beyond all recognition. It has also allowed us to appear even more professional than before as the clients details immediately appear on screen with any associated notes/comments
- The hands free Bluetooth functionality is excellent. Our previous system had this but from day one, it never worked, thankfully this one does. Not only that, it works very well and means Roger, my colleague who answers all incoming calls, can pick up a call even when he's away from his desk – again this means our customers experience is significantly improved
- The call logging on the Smart Server allows us to identify all incoming calls, outgoing and also missed calls which is a fantastic utility that enables us to call those clients back very quickly and therefore improves our customers experience
- The simplicity. Although extremely feature rich, it is also very easy to use and means all my staff got familiar with it very quickly.
- The music on hold facility looks rather impressive but as of yet, I have not had chance to dedicate the time to it but I will be very soon

I could go on but you get the picture.

In summary, as far as phone systems go, I can honestly say in 20 years of business, we have never had such an efficient one and what made it even better, was the seamless migration from our old system to the new one.

Mark, this Siemens product is great and thankfully, it's backed up by a team that's just as good.

I would be delighted in acting as reference site for you

Best regards and talk to you soon

Keith Wilson