

Case study

Gradwell VoIP is just the right prescription

As an imaging software provider, Medical Connections supplies the components needed to enable the exchange of medical imaging (X-rays, ultrasound etc). Starting as a home business, new staff were being taken on which meant a new office – and new telephony solution.



www.medicalconnections.co.uk



It does what we need very well. It gives us control and the flexibility to be able to work at multiple sites, and also gives us the feel of a larger company.

Dave Harvey, Managing Director



- **Company name**
Medical Connections Ltd
- **Type of business**
Healthcare IT
- **Requirement**
An exchange and multiple extensions without investment in infrastructure

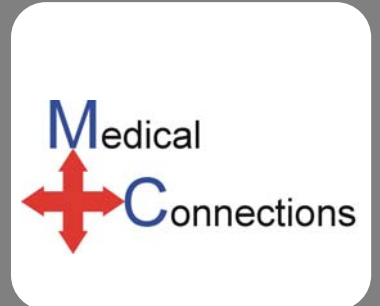
Benefits of using Gradwell products

- Improved flexibility
- Ability to port number from BT
- Feature-rich
- Full PABX functionality

Case study

Greater flexibility – no problem with Gradwell business Internet telephone (VoIP)

- **Company name**
Medical Connections Ltd
- **Type of business**
Healthcare IT - medical imaging software provider
- **Requirement**
Exchange and multiple extensions without costly infrastructure
- **Products and services**
Hosted VoIP



www.medicalconnections.co.uk

Flexible working

Medical Connections' Managing Director, Dave Harvey started his business working from home. As the business grew, new premises were sought and Dave found himself researching the market for a new telephony solution, "We'd just increased in size to three people so I wanted multi-line connectivity in the office but also a line at home as I work in both locations. VoIP appeared to be the right solution." When it came to product selection, Dave looked at a number of solutions including devising one himself but explains, "I discovered Gradwell and they ticked all the right boxes at the right price."

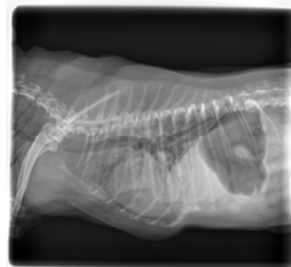
Easy connections

After selecting Gradwell VoIP, Dave discovered a number of immediate benefits. The first was the ability to keep the company's original telephone number, which minimised disruption to the business. The second was getting the service started, as Dave recalls, "Both VoIP phones arrived pre-configured and

ready to plug in and go, which was very useful." Now Dave and his team know the phones like the back of their hands, as Dave continues, "I added a new number the other day and it was literally functioning within five minutes of doing it!"

Customer care

Now a Gradwell customer for more than two years, Dave regards his overall customer experience as positive, "When you call customer support you get through to a person who's technically competent and knowledgeable – not somebody with a script in a call centre."



**The flexibility;
the pricing;
the usability;
the features –
all are absolutely
excellent.**

**Dave Harvey,
Managing Director**



www.gradwell.com

Registered Office: 26 Cheltenham Street, Bath BA2 3EX Registered in England: 3673235 VAT Registration No: 733 5833 27
Tel: 01225 800 800 Fax: 01225 800 801 Email: info@gradwell.com Web: www.gradwell.com