



At a Glance

Company: Symmetry PI
Location: Farnham, Surrey
Business: Insurance Services
Employees: 4

Problems

- New business needing a new phone system with professional features
- Limited start up funds
- Working from multiple locations (Office and Home)

Solutions

- [Hosted VoIP PBX](#)
- New geographical telephone number chosen as 'special number'
- Project management by Abussi resulting in zero downtime
- Integration of VoIP onto new broadband services.

Benefits

- Seamless routing of calls from office or home
- Free calls between two locations
- New telephone number chosen to meet client needs, not just 'auto allocated'
- Flat monthly telephone costs going forward
- Single point of contact for data and voice

The Company

Symmetry PI is a new insurance venture that specializes in protecting the personal assets of affluent clients in the South East of England.

With offices in Farnham plus working from home, the business needed to 'hit the ground running' and to benefit from a professional yet flexible phone solution.

The Problem

With fixed IT and telecom costs and it was necessary to ensure any new phone system offered the best value. Moreover, it was important to make it flexible so that going forward it could grow and expand to suit the needs of the business.

Additionally, the system needed to allow use from home so that key Directors could work flexibly while maintaining the professional standards on which the business operates.

The Solution

Abussi implemented a new broadband line to the Farnham office which was to be used by both phone's and computers. The new line was installed in advance of taking occupancy and on the first day Abussi setup new [VoIP handsets](#) on each staff member's desk.

Once the phones were connected to the [Hosted PBX](#), Abussi worked with the Symmetry to choose a telephone number from a list of 'Gold Numbers'. These allow the number to be better than the auto allocated ones often supplied by BT.

A telephone handset was also added into a Directors home which allows free site-to-site calls to key staff and clients which presents the office CLI and allows inbound Office calls at Home.

Click [HERE](#) for more information

"..We needed to open our business with telephony services in place and Abussi helped us achieve this without fuss or problems. What really stood out was the ability to offload all of the responsibility of the solution to Abussi.

Within 3hrs of our first day of operation we had a phone system with a new number which I chose and which allowed Symmetry PI to work from two separate locations.

Our telecoms costs are very low given the integration of phone system to the computer network plus the high level of features and call minutes we have available to us..."

Christopher Tully, MD, Symmetry PI