

Voxalis help build a prosperous future for property specialist

Cornish are a London based firm of solicitors specialising in all aspects of buying and selling residential property.

With over 30 years of experience in delivering excellent client service, they have helped thousands of people realise their dream of property ownership. Cornish are committed to expanding the practice to meet the commercial challenges they face. They regularly invest in manpower, the latest IT resources and other facilities to ensure they can offer their clients the best service possible. Cornish approached Voxalis to provide new telecommunications services for their new head office.

“We were initially attracted to Voxalis as they had a *no capex* pricing model. After meeting with them and seeing that we could benefit from the latest in IP telephony without the capital outlay the decision was relatively simple.”

Tom Smith, Financial Controller, Cornish & Co.

Challenge

Cornish wanted the latest IP telephony systems for their new offices but wanted to avoid tying up working capital in depreciating equipment and ensure smooth cash flow in the business.

Solution

Voxalis delivers voice as a service and this is paid for on a monthly subscription by Direct Debit. The service rental includes all hardware, software and services and requires no up front investment.

Result

Cornish have benefited from the latest in IP telephony, including sophisticated Mitel IP handsets, without any disruption to their cash flow.

Challenge

Cornish's focus on client satisfaction demanded that their telephony service was fully resilient in all aspects.

Solution

Voxalis operates out of twin data centres ensuring that our service has no single point of failure. Voxalis have installed a fail over private access network (telephone lines) that can be switched to should there be any kind of network failure at the local exchange.

Result

Although network failure is very rare Cornish have the added assurance that they have a fully redundant fail over service.

Challenge

Cornish wanted to retain their existing telephone numbers after the office move and were moving on to a different BT telephone exchange.

Solution

Voxalis were able to “port” the telephone numbers onto our network enabling them to be kept regardless of the geographic location of the new office.

Result

Cornish have been able to keep their telephone numbers and the Voxalis number management team ensured there was no disruption to their inbound phone numbers throughout the move. Cornish can also be confident that their telephone numbers can be kept after any future office move.