



The People

E3 Property is an international investment and development company. Established in 2002, E3 has since expanded now operates in the UK, Southern Europe and the Caribbean. They specifically take on projects that promise that little bit extra, choosing the most desirable locations. E3's aim is to enrich the lives of everyone who resides in one of their properties. They search the world for the most exclusive and original products and materials to complement and enhance their properties and surroundings. They also embrace the rapidly-developing world of technology.

The Problem

With the opening of a London base, they needed a method to communicate effectively between sites. They required a low cost technical solution that would allow them to give the appearance of their multi site business to be perceived as one location. This ability crucially enables E3 Property to answer phones in a different location (country) to where the call was directed without affecting the customer calling.



The M12 Solution

M12 solutions provided E3 property with two Splicecom phone systems, one for London and one for another site in Portugal. The Phone systems are designed to be simple to use and to set up. Richard West comments, "I even installed the system in Portugal myself and found it dead easy". This phone system allows the seamless transition from a small business of 4 IP or analogue extensions to a large business of 10,000!

The Result

M12 Solution provided a fully functional VoIP system which allows seamless multisite capability. This allows a contingency plan for any unforeseen eventuality, as if one site were to be effected by a crisis or is simply overloaded, the calls can be taken in another base. This has meant calls do not go unanswered during peak times and also on weekend as calls are answered by their manned site. Richard states "It has revolutionised our business and allows us to work at an unprecedented efficiency level. I would like to thank M12 solutions for their exemplary service every step of the way."

Facts

Extra Info