

# Case Study.

## E3 PROPERTY



E3 Property is an international investment and development company that operates in the UK, Ireland, Portugal and the Caribbean.

E3s aim is to enrich the lives of everyone that resides in one of their properties. They scour the globe for the most exclusive, original products and materials for which they are confident will complement and enhance their properties and surroundings. Innovation is integral to their business and they embrace the latest technological advances.

### The Problem

E3 were opening an additional site in London and were in need of a solution

to be able to communicate effectively between sites. They required a low-cost technical solution that would allow their multi-site business to appear as one location. Thus enabling employees of E3 Property to answer phones in a different location (and in their case, country) to where the call was directed without disrupting the customers call.

### The M12 Solution

M12 solutions provided E3 Property with two SpliceCom phone systems, one for their London office and one for another site in Portugal. The phone systems are designed to be simple to use and to set up. Richard West, E3 Property R&D Manager comments;



"I even connected the system in Portugal myself and found it dead easy."

M12 Solutions provided a fully functional VoIP system which allows seamless multi-site capability that

allows for business growth with the seamless transition from a small business of four IP or analogue extensions to a large business of 10,000.

Having two interlinked systems allowed for a contingency plan for any unforeseen eventuality. For example, if one site was affected by an unexpected crisis

or was simply overloaded, calls to that site can be answered by another site. This means that calls will no longer go unanswered during peak times and calls coming in at weekends can be answered by their manned site.



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## The Result

"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."

Richard West, E3 Property

More recently...

"Andrew and the team at M12 Solutions were recommended to me by an old friend. I have always been impressed by M12s service, responsiveness and professionalism and have never hesitated to recommend them to my peers. The system that M12 installed has enabled us to significantly reduce our telecommunications costs whilst making communication between people who travel constantly between our four offices in two countries absolutely seamless."

Richard West, E3 Property

