Case Study.

THE FONTMELL

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The Fontmell is a classic country style pub and restaurant with six luxurious en-suite guest rooms that reopened last year after a comprehensive refurbishment. The pub has been extended over the Collyer's Brook stream, which flows between the bar and the dining room, creating a serene environment for customers to eat and relax.

The Problem

The Fontmell, situated in North Dorset, had been closed for nearly two years before its current owners renovated and extended the entire place. The Fontmell required a telephone system that would connect the bar/restaurant, office and all six guest rooms.

The pub is in a mobile black spot and The Fontmell were concerned that people might stay but not return if they could not make important calls.

They also wanted to be able to provide complimentary Wi-Fi for their customers and have a secure service for employees to use.

The M12 Solution

After considering the ambitions of The Fontmell, M12 came to the conclusion that the SpliceCom Maximiser 5108 IP Phone System with Vision call reporting and colour screen IP phones would be the most suitable option for what they required.

As a value-added extra The Fontmell offers their clients £5 worth of free calls from the telephone in their guest suite. This can be monitored with the use of SpliceCom's Vision software. Any calls that are made that take the balance over £5 can be displayed in an itemised format to be invoiced to the client when they check out. Each telephone installed also has a Direct Dial In number (DDI) so that guests staying at the pub can receive private calls direct to their room.

We also installed a Wi-Fi system to allow their guests and employees free internet access. The Guest Wi-Fi is a hotspot that requires password entry that is given to customers as they check in. For those guests whose devices do not support Wi-Fi we allow them to plug their laptop into the back of the IP phones in their suites. Employees of The Fontmell have access to a separate secure Wi-Fi profile using the same access points with the traffic securely segregated.

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Ongoing Support and One Bill Service

As well as supplying and installing The Fontmell's phone systems we also supply them with SystemShield Silver maintenance cover which gives comprehensive and very responsive backup services. This also includes free software updates throughout the life of the products so The Fontmell will always be up to date.

With M12 Solutions providing the new broadband, ISDN lines and a competitive call package. The Fontmell receives a one bill service with online itemisation and useful customer portal access to get any help they might need.

The Result

The Fontmell has already gained a strong reputation as one of North Dorset's best pubs with quality food and rooms. They receive a one stop solution for everything to do with their telecommunications needs making their life much easier. The business owners even receive useful call reports automatically by email to quickly identify any issues and are able to monitor calls to ensure that they are handled quickly and that messages are responded to.

"M12 Solutions provided a very simple explanation, perfect for people like me. I got very lost with the technical stuff that I just didn't understand. I own up to agreeing to a couple of things just to get on with it. I wasn't entirely sure what I was agreeing to and wouldn't have done so if I hadn't trusted the team and everyone else – which happily I did.
I feel that we are in safe hands with M12 Solutions and whilst technology cannot always be trusted to behave, I am sure that any problems we may have will be resolved quickly. M12 Solutions seem to be a very professional, accommodating and helpful organisation and I would definitely recommend them."
Tanya Buttress, The Fontmell

Andrew Skipsey of M12 Solutions says, *"These comments are refreshingly open. It is nice to be trusted as experts; we take our responsibility to ensure they get the best of the system throughout its life very seriously."*