

# Case Study.

NH CASE.

NH Case Ltd is a family-owned company who supply almost every category of food familiar to UK consumers. They supply manufacturers, wholesalers and caterers, using their own fleet of temperature-controlled vehicles. End-users range from universities to cruise ships, prisons to hospitals.

## The Problem

NH Case were using separate systems at each of their 3 sites - in Grimsby a very old analogue system, whilst in Wincanton and Warminster they were using leased phone systems that, although reasonably priced, were limited in functionality. They wanted to connect all sites and update all their systems to a more modern, functional one.

## The M12 Solution

M12 proposed a solution where all offices would be interconnected and have a modern system to meet the demands

of their business. An easy to use and flexible system, able to cope with seasonal changes in staff numbers. NH Case had also been experiencing poor broadband performance in some of the offices, so a solution was provided which upgraded the links to Ethernet connections (EFM) offering faster performance and an improved SLA.

## Products and Software

2 x 5100 call server, 1 x 5108 call server, Vision starter pack, Vision reports (+ extended reports for additional users), Vision record, 34 x Splicecom handsets + Network services (PSTN, EFM and SIP).

## The Result

After a smooth install with no downtime across all 3 sites, the business is now operating collectively and there are



huge improvements. The M12 engineers who completed the installation also provided training to the NH Case team to ensure all staff were able to gain maximum benefit from the new solution. Calls can be recorded and reports show the breakdown of cost of calls and how their lines are being used, allowing the business to control costs and focus their sales activities. Another benefit is the ease with which agency staff can be added and removed from the system through the simple admin portal.

## Their Testimonial

*"M12 have saved on both the cost of our telephone calls and line rentals. We have found them to be a very professional company offering good savings on telephone costs whilst still giving us a high level of customer service. So far M12 have been a real pleasure to deal with."*

*Jacklyn Case, NH Case Sales & Marketing Director*



*"The installation went well and barely impacted the daily running of the business. Users are now benefitting tremendously from the advanced features of the system and reporting. It will more than meet the needs of the business as it grows and develops and NH Case would recommend M12 solutions to other businesses looking to invest in their telephony and connectivity."*

*Dave Shaw, M12 Business Development Manager.*

