

# Case Study.

WIKAL INSTRUMENTS LTD.



With approximately 600 million Wika measuring instruments in use in over 100 countries, Wika is a global market leader in pressure, temperature and level measurement technology.

## The Problem

Wika were looking to replace their ageing telephone system in 2010 and used Approved Index to obtain a number of supplier quotes for this. As a successful global organisation they required a telephone system that would allow expansion and deployment across multiple sites. The system needed to be future proof and the supplier proactive in communicating new developments that could help them take advantage of new technology. Wika were keen to

provide an excellent experience for both their employees and customers.

## The M12 Solution

Wika were very impressed with the level of professionalism from the first telephone call through to final installation. M12 took the time during the very early stages to understand the business, the infrastructure and the links to the international head office in Germany. The system demonstration showed very specifically how the proposed telephone system would operate in Wika's business environment. This ensured a very clear understanding of what the system would deliver post install.



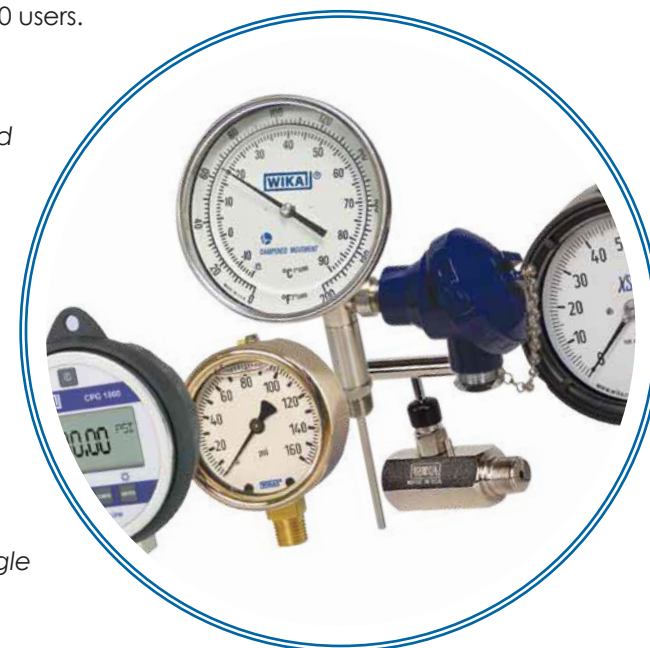
## Products and Software

Initially we installed a SpliceCom telephone system at Wika's head office in Redhill, Surrey with 42 handsets, call recording, reporting and a single wallboard. This was later expanded across 4 sites in the UK and increased to over 150 users.

## The Result

The result was that M12 provided Wika with a considerate installation which kept disruption to a minimum and delivered exactly what they were expecting. Following the original installation they were so pleased that the system has been rolled out to sites in Manchester, Andover and Swanley; all linked to each other for redundancy and a single

site appearance. Over the years Wika have trusted M12 implicitly to recommend the best products and do a great job. They have moved their lines, calls, leased lines and mobiles to them which allows them to easily manage their entire comms portfolio in just one place.



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## Their Testimonial

"M12 are a perfect example as to what we look for in a comms provider.

We have used M12 for several years now and in those years they have replaced 4 of our legacy phone systems, installed 7+ fibre broadband, switched Mobile phone provider and rolled out the transfer from Blackberrys to Apple iPhones. They installed and configured our fax to email system so that we receive faxes via email instead of a fax machine, saved us thousands of pounds by getting great rates for broadband and mobile services, the list goes on.

All of these tasks have been dealt with in a professional manner and their after-sales support is second to none. Many other providers have previously left us for days without solutions to issues, however M12 understand how crucial the upkeep of the systems they provide to our company

is. They are always happy to discuss future ideas to ensure we are at the cutting edge of communication, whilst maintaining financially viable solutions regardless of the size of our business.

The whole team at M12 are very friendly, knowledgeable and extremely reliable, we would not even consider another provider for our comms and would recommend them highly."

Stuart Hill, Wika Instruments.

"Wika is a fabulous example of how M12 build customer relationships over the years and the depth of products, great pricing and service that we can offer companies. Customer relationships are our absolute priority and this is replicated in every department within M12."

Melanie Rigg-Milner, M12 Customer Services Manager.

