

## Case Study

### Hill

How a construction company improved their Customer experience by Partnering with Ethos

## Introduction

**Hill is a recognised industry leading house-builder, providing quality, distinctive new homes across London and the South East.**

Founded in 1999 by Andy Hill, Hill delivers both private sale and affordable homes in London and the South East of England. Their vision is to be the leading, most trusted provider of distinctive, quality new homes in the UK.

400

Dedicated  
Staff

18

Years'  
Established

Their head office in Waltham Abbey is an award-winning campus developed from a number of redundant Victorian industrial buildings; they also operate from Bicester, Cambridge, Crawley and Norwich. Their developments range from city centre apartments to large luxury residences.

## The Client's Challenge

**Hill were using a dated telephone system.**

Thanks to the rapid growth of the construction company, the telephone system that they were using was not linked across their different regional offices, leading to a fragmented telephony experience for employees and customers. In addition, the rapid growth of the company meant that the IT department needed to make amendments and changes to the telephone system quickly. However, because of the age of the telephone system they were using, this took up a lot of time, putting pressure on the IT department.

Furthermore, the construction company's current telephone system did not give any visibility of the number of calls answered, routed or logged. The system also did not have any call recording capabilities or an out of hours or disaster recovery plan. This caused issues for Hill, particularly the Customer Service department who needed this for training and dispute resolution purposes.



Client:  
Hill

Website:  
<http://www.hill.co.uk>

Client Industry:  
Construction

What we deliver:  
**Hosted Telephony**

## Key Results

- > Improved the telephony experience for customers and employees
- > Reduced pressure on the IT department
- > Enhanced training and dispute resolution capabilities
- > Linked the regional offices and sites
- > Introduced wall board and call reporting ability





## Our Solution

Ethos conducted an audit of Hill's telephony infrastructure and implemented a Hosted Telephony system, upgrading their telephony fleet and catering to the construction company's growth.

The solution included a receptionist console, enabling Hill to seamlessly transfer calls between employees and their different offices. We integrated a disaster recovery and out of hours' emergency capability.



The Akixi wallboard and reporting feature was added, giving visibility of all calls logged, answered and routed. The call recording feature was also implemented.

## Results



**As a result, the telephony experience for customers and employees has improved.**

In addition, thanks to the web-based portal and ease of the system, the IT department can easily add numbers and easily adhere to business changes and requests, reducing pressure on the IT department and saving them time.

The call recording feature gives the customer service department better training and dispute resolution capability. The disaster recovery plan means that calls can be routed to other offices in the event of disruption without loss of business or communications. Hill now have visibility of the calls coming in and can generate reports using the Akixi wallboard on live call statistics.

“Ethos took the time to understand our business and our needs. The solution that they have implemented has not only improved how we communicate with our customers, but also how we communicate as a team.”

ICT Technical Manager, Hill



Customers  
Worldwide



Years'  
Experience



Dedicated  
Workforce

## Improving your communications

At Ethos, we have twenty-five years' experience delivering services and solutions across the three main forces of business communications: voice, documents and data.

4,000 customers worldwide regard us as part of their extended team – a single contact point for their managed print services, telephony systems, mobile networks and IT.

Over the years we've remained independent because it's the best way to deliver what our customers need – a bespoke service offering independent advice across all of the leading providers including Xerox, Mitel, Cisco, Microsoft, BT, Vodafone, O2, Konica Minolta and HP.

So, whether you're looking for a single point solution or for a unified communications partner across your business, we're the experts.

### Talk to Us:



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**Think Unified**  
Voice, Documents & Data