



## Case Study Travelounge

How replacing an out of date telephony system improved efficiencies and saved money.



Client:  
Travelounge

Website:  
[www.travelounge.co.uk](http://www.travelounge.co.uk)

Client Industry:  
Travel Agency

What we deliver:  
Hosted Telephony

## Introduction

**Travelounge is one of the leaders in luxury travel and prides itself on delivering a premium service.**

15

Users

20

Years  
Established

As informed professionals and passionate travellers, Travelounge use their knowledge to recommend the best destinations, accommodation and imaginative itineraries.

Travelounge is an established member of The Global Travel Group, the UK's largest consortium of independent travel agents. This membership gives the business access to the buying power of an enormous group but also allows them to retain their individuality and personal service.

## Key Results

- > **Reduced monthly spend on telephony by 30%**
- > **Increased staff productivity by giving management information on call activity**
- > **Increased sales revenue by ensuring every call was answered**

## The Client's Challenge

**Travelounge were working with an obsolete 10 year old phone system which was no longer supported by the manufacturer. Due to the age of the system, their maintenance agreement was increasing year on year due to lack of parts.**

As a travel company, their monthly spend on calls was high due to the volume of international phones and customer mobiles they were calling each month.

In addition to being out dated, their telephony system didn't provide any management information, so the company were unable to measure staff performance and productivity.





## Our Solution

We replaced the obsolete phone system with the Horizon hosted solution. The contract offered free local, national and mobile calls, instantly saving Travelounge a substantial amount on their monthly costs.

We added the Auto Attendant feature to ensure all calls were answered and delivered to the correct department. Call recording was also added for training purposes and to ensure quality of service.

The Horizon solution was based off-site, enabling staff to work from home when necessary with their calls being redirected without charge.

## Results

  
**30%**

**Travelounge reduced their monthly spend on telephony by 30%.**

Sales volume increased due to the fact all calls were now being answered. The staff became more efficient and management were able to measure quality of service and productivity.

Thanks to the call twinning service we introduced, where calls were routed to both desk and mobile phone, Directors of the company were able to work from any location in the world with no disruption to their calls.

“ Ethos understood the telecoms needs of our business and designed a telecommunications infrastructure and service wrap that helps us communicate better, for less”

Manager, Travelounge

## Improving your communications

At Ethos, we have over twenty 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 unified communications across your business, we're the experts.

Quote Code:  
**MYFREEROI**

# Free ROI Consultation?

Ask one of our representatives today:

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