

## CAPITAL SERVICE FACILITIES CASE STUDY

Implementation and rollout of a new Fibre to the Premises (FTTP) Circuit, Hosted Telephony & Business Mobile Services

**CAPITAL**  
SERVICE FACILITIES LTD

### AT A GLANCE

#### Challenges

- Fed up and frustrated with poor customer service from existing network provider
- Aging telephone system
- Cost efficiency

#### Benefits

- Smooth transition of landlines over to the VoIP system
- One bill and Dedicated Account Manager for all services
- Continued service with current supplier without the poor customer service



*"The transition to a VoIP system was seamless and we were kept up to date every step of the way. Any issues that arose were dealt with quickly and efficiently. The team at Delta provide excellent customer service and they are super helpful and always a pleasure to speak to".*

### WHERE ARE THEY NOW?

We have been with Delta 365 for over 4 years now and we would not hesitate to recommend the team there. The customer service is always so helpful.

### ABOUT

Capital Service Facilities offer complete pest control, deep clean and water cooler provision service across London and the surrounding home counties.

### THE CHALLENGE

Capital Service Facilities were becoming increasingly frustrated and dissatisfied with the customer service provided by their existing current mobile and broadband supplier. They were happy with the coverage supplied by O2 Direct but not the quality and level of customer service.

### THE SOLUTION

The first step was to move all of Capital Service Facilities business mobiles from O2 Direct to Delta 365. Not long after we also moved their landlines and broadband from O2 Direct over to us to manage too.

We installed and rolled out a brand new hosted cloud-based/VoIP system which enabled their staff to answer/receive calls from head office or at home without being restricted in any way. (the previous legacy analogue phone system restricted productivity and flexibility across the whole organisation). This meant their clients were able to connect with a member of the team quickly and professionally without being directed to a voicemail, therefore increasing contact with clients and ultimately increasing volume in sales and productivity.

### THE RESULT

Capital Service Facilities were really happy they were able to maintain their current level of coverage but without the hassle of speaking to their customer service team if any issues arose. We are able to fully manage their connectivity leaving them free to grow the business without undue stress.

**CHANGE DOESN'T HAVE TO BE DAUNTING. WHATEVER YOUR STARTING POINT, DELTA 365 CAN SUPPORT YOUR DIGITAL TRANSFORMATION.**

**CALL US ON 020 4599 1365 OR EMAIL [INFO@DELTA365.CO.UK](mailto:INFO@DELTA365.CO.UK)**