amtech
Unified Communications & Collaboration

HAYGARTH HAVE DESIGNS ON A CREATIVE COMMUNICATION SOLUTION FROM AMTECH

haygarth

For Haygarth, a creative agency that brings big ideas to life, the need to have a communication solution that just worked was unquestionable, and after using a failing system we discussed what they needed to make their day-to-day jobs easier.

After our consultation with Rob Voller, IT Manager at Haygarth, we took over the management and support of a Cisco telephony solution designed for their needs that consisted of:

- Cisco Unified Communications Manager
- Cisco Unity Connection Voicemail
- Cisco Jabber Softphone

> We needed a company to come in, the price was right and the service was great and it meant that we could get our phone system replaced and working again and not have to worry about it for another 10 years.
>
> Rob Voller,
> IT Manager at Haygarth

Tell us a little bit about why you chose Amtech?

"We chose Amtech because we were at the beginning of an effort to consolidate our position post-acquisition and the business weren't prepared to move to our corporate phone solution because of cost - so we then secured Amtech to help us replace a very failing system - it's a vital part of the business here."

How did Amtech make a difference to you when you first partnered up?

"Amtech was the lifeline for us, they gave us a sensible quote that reflected the hardware to be replaced and they were super clear and precise with the way that he explained it to us and how they dealt with support - getting us up and running was first class. They came, were in and out in a day with very little disruption to the business and they're very knowledgeable."

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And how is Amtech continuing to help you to work smarter?

Amtech has always been very agile to our needs - engineers come back to us straight away and say 'do this, this and this' and it's all good. Being the only one in the office and having Amtech is ideal, it just lightens the loads.

"It's the reassurance that I can pick up the phone and say that we've got that support behind us, and whether I've got a problem or need something doing day-to-day, rather than me having to go in and do it, I can call them and they'll deal with that and facilitate it."

Can you share a particular example of how Amtech has helped you to have what you needed?

"There have been times where we've lost the ability to use some of the conference phones and Amtech has been able to dial in with their technical understanding, and quickly resolve the issue with minimal fuss."

"They've taken time out of their day to talk me through the process of adding devices. The support has always been there from day one, I literally can't fault the support they are genuinely first class, they really are."

If you could sum Amtech up, what would it be?

"A Volkswagen Golf because they're dependable, reliable, not expensive and they're consistent."

> **With Amtech, you know that you can call them.**
>
> **Rob Voller,** IT Manager at Haygarth

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