

Food Production

The Client



Food Production



40 Users

Key Outcomes



Identification of Root Cause



Effective Resolution without Disruption



Strengthened Client Trust and Partnership

Introduction

Being trapped with poor technology is a burden that no business should have to face, but this was the situation that a food production company faced, with a phone system that was prone to malfunctioning and crashing. We helped them to resolve the dispute that they had with the phone vendor by getting to the root cause of the issue.

The Challenge

Our client's phone system was harming their operations and service delivery, preventing work from getting done. The third-party provider of this system was located far away and believed the client's network was responsible for the errors. Our client requested the help of 1Office to get to the root cause of the issue and to even replace the phone system entirely if needed.

The Solution

While considering multiple options, we undertook a detailed diagnostic investigation of the client's network and phone system, creating a report that the problem was indeed not with the network but lied with the phone system itself. This report was given to the vendor, who replaced the client's phone system with a working one. The report had eliminated the need to replace the phone system or the need to get into a contractual dispute while also giving the client the functioning phone system that they needed to carry out work and communications. The solution also strengthened our clients trust in us as a reliable partner that they can turn to for their IT challenges, both big and small.

To Conclude

The client was very grateful to have closure brought to the situation alongside the resumption of the full power of their telephony technology. For our team, we were pleased to help them to untangle the dispute, enabling our client to enjoy the service that they deserve.



"1Office supply all our office equipment. Great service and customer support. Friendly staff that are always on hand for advice and help when needed."

-Stephen Robertson