



Talis IFA contacted Synergy after receiving marketing material about Synergy, with an option to speak to a consultant for advice.

Talis had been having issues with their hosted voice solution, which was affecting customers and staff, due to calls dropping, poor call quality, and even situations where inbound calls were not being received: therefore potentially losing business. These issues had been going on for some time, and had become untenable.

Despite not being a Synergy customer, Talis requested a call to speak with one of our friendly engineers to discuss the issues they were facing. Through our discussions we advised them on how they could best identify and diagnose the fault, explaining what could be causing these problems, along with recommending the appropriate next steps for fixing the service issues..

Implementation

With the approval of Talis, Synergy carried out an independent review of the current configuration, completely Free of Charge, in order to troubleshoot, and identify possible root causes. Synergy used their considerable experience of IP voice solutions, learned from decades of working with enterprise sized clients, to validate configuration, and provide the appropriate next steps, which resulted in the resolution of the issues.

Testimonial

Simon Webster, Senior Independent Financial Adviser at Talis, kindly commented on the support and assistance that had been received by Synergy on this:

“You are always sceptical about involving 3rd parties that do not have control of your infrastructure, but naturally due to the circumstance around our issues, we were keen to find a solution as quickly as possible. Synergy were extremely efficient in their methods of communicating with us and also in their timelines of getting this matter looked at. We were made to feel like this was a priority issue for them, despite not being a paying customer.

The information reported back from Synergy proved insightful, with their suggested next steps later resolving the problems that we had been enduring for some time.

We have not since had any further issues and so I would again like to thank the whole team Synergy for their willingness to help us fix our problem. Based on their exceptional service it is my plan to transfer our business to Synergy at the end of our current contract. Based on my personal experience I am very happy to endorse their services.”

Simon Webster, Senior Independent Financial Adviser