



Rescued from Bad Advice

Case Study

PHONES NOW
Excellence in
Phone Systems
www.phonesnow.com.au



A TRUE STORY THAT HIGHLIGHTS THE NEED FOR VIGILANCE AGAINST OPPORTUNISTIC AND DECEPTIVE SALESPeOPLE

Di O'Mally, Owner of YoungMinds Psychologists, needed to fix some annoying issues with her phone system. Calls were dropping out, and the voice quality was poor. A salesperson from a large telco advised Di that she needed to replace her Panasonic NS1000 phone system to fix the problem.



Unfortunately, it was clear that the salesperson was more interested in a commission cheque than in providing a viable business solution for the customer.

Di was awake to their tactics and gave Phones Now Pty Ltd a call for a second opinion.

Truthful Advice You Can Rely On

When the team at Phones Now Pty Ltd assessed the problem, they found that the phone system was in perfect working order. The problem lay with the data network. Specifically, the way the data network was constructed and the bandwidth available were causing the issues. Even a new phone system would incur the same problems if connected to the existing network.

Instead of wasting Di's money on a new phone system, the Phones Now team configured Di's network correctly and allowed Di to expand her existing phone system. The result is that the original NS1000 phone system now services the main Brisbane office, four remote offices, and many home workers.

Even before Covid, Di's team members would stay at home if they had a cold to prevent the lurg from spreading. In these cases, they could have their desk phone (or a spare phone) couriered to their house. All they had to do was plug the phone into the internet. The phone automatically locates the system via the

internet and acts the same as every other phone in Di's business. All of the telephony features are available to the homeworker – music on hold, hold, transfer, paging, and the main office number displayed as caller ID are all available to every remote and home worker in Di's business.



The most remote handset connected to Di's phone system is in Bamaga in Far North Qld (2600 km's away!).

For Di's team, the ability to be 'connected' into the office system was important for many reasons, including;



Motivation: a sense of connectedness to the business during periods of isolation

Privacy: only the office number displayed when the team made calls from home

Convenience: all of the business-grade telecommunications features were still available to them

Professionalism: the team could place calls on hold, transfer calls, etc., while working from home. If a phone in a workers home was ringing while they were absent, the office could answer the call.

As the impacts of Covid were taking their toll, Di was able to expand her Telehealth team without compromising worker's health or her practices

professionalism. She did this by putting a business telephone handset in the home of her Telehealth consultants. *"If I tell Greg that we need a new handset at a certain address for a home worker, it arrives the next day. Great service! My experience with Phones Now has been 100%,"* says Di.

YoungMinds is about to expand the capability of the original NS1000 further by adding connectivity to Microsoft Teams. This will take team collaboration to a new level for remote workers in Di's business.

This case study is a positive example of what a business can achieve when it receives the correct advice and invests in fixing the real problem. The team at Phones Now prides themselves on giving advice they can stand behind, and the client can depend upon.





youngmindsnetwork.com.au

Brisbane Psychologists Young Minds Network are here to help with all your Brisbane Psychology needs, including anxiety, depression, mental health, eating disorders, stress, alcoholism, addiction, child, youth and adult support, marriage counselling, social anxiety and more.



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