

## **CUSTOMER TESTIMONIALS**



*"As part of a major reorganisation of our NHS client's office space in Harrow, Direct Voice & Data, who provide the VOIP telephony solution, responded quickly and cost effectively to additional telephony requirements meeting a demanding timescales in an efficient manner. Thankyou".*

**Tim Pullan, Director, Ingleton Wood LLP**

*"Direct Voice and Data came in to discuss our IT Network, they quickly identified areas that could be improved and swiftly implemented the changes required. Since being with them we have had a brilliant experience."*

**Dave Croft, Managing Director, D2 Bearings**

*"Dealing with Direct Voice and Data was a very simple and enjoyable experience. We'd had meetings with other suppliers, and by contrast they were able to instantly recognise our needs and make an appropriate proposal. Crucially all of this was done in a jargon-free manner that was easily understood by the layman. The installation of our phone system was quick, painless and everything worked first-time. The installation engineer was very quick and unobtrusive and also gave us a good basic training session which got us started. Our salesperson Steve was in touch throughout and took care to follow-up afterwards. First class service."*

**Damien Mullen, Managing Director, Mullen & Mullen**

*"Direct have supported Standard Wool for over 20 years. It is refreshing to work with a company that takes its time to understand your business and ensure that potential solutions are targeted, matching both technical and budgetary requirements, all backed up by friendly and professional staff"*

**Martyn Wren, IT Manager, Standard Wool**

*"Direct Voice & Data have supported the growth of our business since 2004 and currently support our 22 sites from Exeter to Glasgow. Whether it is telephony hardware, security, call monitoring or relocation of a depot, they have always recommended the right solution for our requirements and budget".*

**Chris Jowett AFI Group of Companies**



*“Regent Greeting Cards have operated an Alcatel Telephone System for at least 15 years and were approached by Steven Try of Direct Voice and Data quite independently to see if he could assist with an enhancement of our existing system, bringing us into the modern world.*

*We had been approached on numerous occasions by other communication companies suggesting ways of improving our existing Alcatel system, but no other company prior to Direct Voice & Data offered such a competitively priced upgrade and had such a wealth of knowledge and experience regarding this particular system.*

*Steven Try talked us through the options available with various prices and gave examples of other local companies he had dealt with successfully on a similar basis. He also took on board other aspects of our Alcatel system such as the building we occupy and the ad hoc way the system has been extended over the years by various other companies. The maintenance contract was discussed and again the price quoted was considerably more competitive.*

*When the engineer came on site to carry out the agreed upgrade, due to the preparation that had already been done remotely, the majority of the work was completed within the day. The engineer arrived early and stayed late. The training given to employees receiving new handsets was excellent – everyone was shown how their new equipment operated and we were given easy to follow information sheets on the various handsets.*

*We have only had occasion to contact the Helpdesk Team on a couple of occasions further to our upgrade and the service received has been exemplary. Quick and efficient accompanied by very helpful friendly staff.*

*We would have no hesitation in recommending Direct Voice and Data to any company wishing to improve their telephone system.”*

**Jill Sunderland, Personal Assistant, Regent**

*“The internet connection in our offices before the leased line was very weak. We were constantly being logged out of websites, we would have to manage downloading documents to make sure it was done overnight and it became obvious that it needed addressing if we were to have any chance of moving forward as a company.*

*It took a bit of time to bite the bullet due to the cost but the leased line which was recently installed has revolutionized the way we work. We now have a guaranteed, consistent, strong internet connection that gives us confidence and saves invaluable time when downloading or uploading*

*large files from external parties. Computers in the office communicate between each other properly and we are only beginning to start to realise the benefits this connection gives us to our teams on site and the rest of the outside world. It has also opened up options of savings in other aspects of the company.”*

**Paul Radcliffe, Radcliffe Construction**

*“Throughout the transition of services from BT Featurenet to Direct Voice and Data through contact communication we had the confidence that the project was in hand and there was minimal disruption to our service; When any questions did arise we have contacted the operations team who have provided us with clear and concise guidance.”*

**Sonia Latham, School Business Manager, Flockton CE First School**