

A close-up, high-angle shot of a white, dome-shaped security camera. The camera is mounted on a white bracket and is pointing towards the left. The background is a blurred indoor setting, possibly a trade show or office, with people and bright lighting.

**iTech Security Ltd offer a range of high quality security solutions from their head office in Cambridgeshire. Their security systems are designed and installed for both homeowners and business owners, from offices to industrial premises.**



## The Situation

iTech Security is a thriving business that had reached a stage where, to ensure continued growth and success, they wanted to expand their service offering. The company was in the perfect position to start looking at offering a VoIP telephone solution to their client base: it went hand in hand with their offering and presented a great additional revenue stream. After researching a number of potential providers, iTech Security chose to use Hello Telecom. MD Mike Frost explained: **“We felt that Hello Telecom were totally open with what this would cost us, they detailed how the system would work and what needed to be put in place for it to work efficiently. Other providers really gave a general price and not much detail to the operation of the system.”**

## The Solution

Hello Telecom offered their full support in setting up iTech Security as a member of their dealer programme. Together they agreed the best way to ensure Mike was investing his time in not only a great product but also a great service for his customers was to use it within his own company. He could then get to grips with how to use the services, which would allow him to confidently sell Hello's VoIP services and join the dealer program. Mike had full access to Hello Telecom's resources and sales training sessions.

**“All of our dealings with Hello Telecom staff have been exceptional. Nothing seems like too much trouble. We have asked for different combinations to see what suits us better, and Hello Telecom have accommodated with answers**

**every time. During the set-up process, the technical team were excellent, and we have been kept informed at every stage.”**

Mike Frost, MD, iTech Security

## The Result

The new phone system has allowed iTech Security to greatly improve call handling efficiency, giving them full control over their communications in addition to reducing costs. At the same time, the system has maintained the quality and performance iTech has been used to, while offering the peace of mind of being fully secure.

**“By using the Hello Telecom system, we firstly will save money over our existing supplier. We can now run our office more efficiently as the call attendant routes the calls to the correct company easily. We can also take and have multiple calls, whereas before this wasn't an option.”**

Mike Frost, MD, iTech Security

The transition to VoIP went smoothly and iTech Security were impressed with the excellent support from the Hello Telecom team. Commented Mike Frost: **“We are very impressed with the service and the system and will be recommending Hello Telecom in the future.”**