

A4G LLP



Thanks to our cloud-based telecom solution, A4G's multi-sited operations now run swiftly, seamlessly and unified.

Location: Kent | **Number of users:** 75+ | **Number of sites:** 2

The project

For over 30 years, A4G has provided proactive advisory and accountancy services, helping ambitious business owners grow, thrive and plan for the future.

A4G was expanding. However, both of A4G's sites, located in Central Sevenoaks and West Kingsdown, were operating through an outdated legacy telephone system with ISDN. This legacy system negatively impacted call traffic, productivity and client satisfaction. It was evident that a new, fresh telecom solution was an absolute must; that's where we stepped in.

The solution

We installed Fibre to the Cabinet (FTTC) in both locations. Unlike ISDN, FTTC is more reliable and can handle significantly more data, making it much more suitable for modern working environments.

With A4G being multi-sited, a hosted, cloud-based Horizon telephone system was the best fit. Horizon has an impressive repertoire of call management features. For example, if a client now calls A4G, receptionists can easily transfer them to a client relationship manager, from anywhere, anytime!

The result

Thanks to Horizon, 4 major benefits were brought to A4G's table:

- Increased staff productivity: Employees were able to work more efficiently and focus on higher-value tasks.
- Improved client satisfaction: Clients received better service and support, leading to stronger relationships.
- User-friendly system: The intuitive interface made it easy for staff to adopt and use the system effectively.
- Cost-effective solution: Horizon delivered strong results while keeping operational costs low.

"The Focus team have always been amazing, they've got really quick response times and they're always incredibly helpful about the services they provide us, and if we do ever have a query, their staff are really informative about the services we need."

Emma White, Partner at A4G LLP

