



DRAGON

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Challenge Accepted

# Voice Solutions

Telephone Systems for High Volume Clients

## A Personal Service Designed for You

Technology must fit your business and this is even more true for your telephone system. You know the best way for your company to run and you need a voice solution that supports this.

At DragonStack we look at the way our telephone solutions can support you, tailoring our systems to give you your ideal solution. At DragonStack no two customers have the same configuration.

We will look at a number of factors including call destinations, average call length and number of concurrent calls, from this information we will design the optimum configuration.

Does this personal service come at a higher cost or are you locked into a fixed term contract? - The simple answer is **No**. We firmly believe in giving value for money to our clients and will give you excellent and quality service without inflating the costs. We prefer to keep our clients because they are happy with our service so **No fixed term contracts**.



## Reduce your Call Costs by up to 60%

DragonStack's global call pricing is designed to save you money. We can design a call package that fits your call profile.

### Case Study

The business in question is a call centre based in Europe. They mainly call UK landline numbers and some UK mobile numbers with between 20 to 30 people on the telephone 7 days a week from 10am to 9pm.

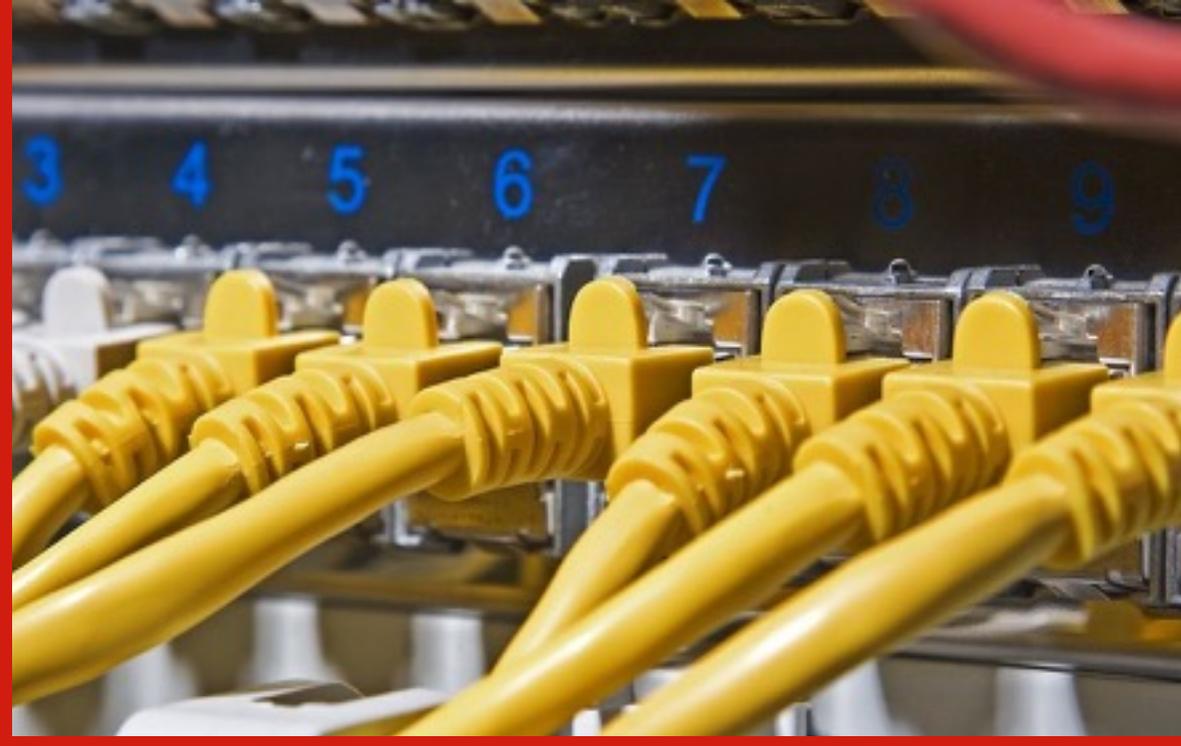
When they approached DragonStack they had four main issues:

#### Infrastructure

DragonStack installed a new infrastructure into the business including network sockets, professional switching and handsets designed to interface with the systems functionality.

#### Reliability of Service

DragonStack's service uses a number of redundancies in their systems to ensure that the business does not lose call times through technical issues. DragonStack also installed Power over Ethernet (PoE) handsets which are powered directly from the switch. The switch was also supported with a battery backup (UPS) which means that even during power cuts calls can continue.



#### Call Rates

DragonStack installed a fully functional calling system that allowed for automatic dialling and recording of customer responses. Initially this was a local solution but once the business expanded to multiple locations it moved to a cloud based version.

#### Cost of Calls

DragonStack immediately reduced the call costs by 50% to land lines and 75% to mobiles. Because of the new systems installed by DragonStack, the number of calls made actually increased substantially but even with more calls being made the client saw their bill being reduced by 50%.

Average Original Monthly Call Cost:	<b>€5881</b>
Average New Monthly Call Cost:	<b>€3106</b>
A Saving of:	<b>€2775 (47%)</b>



## **Quality of Service**

DragonStack prides itself on the quality of its service. All calls are routed via Tier 1 routes, ensuring that a high level of call clarity and reliability is maintained.

DragonStack will assign you your own account manager and you also have a technical support helpline that is available at the time you are working, not just 9 to 5.

Incoming numbers are available from over 65 different countries and can be contracted for as little as one month at a time.

## Give Us a Try

### No Obligation - No Risk

We are so confident about our product that we are willing to give you some call credit and let you give it a try.

Our technical department will set you up a temporary service so you can see the clarity of calls.

Contact us to set up your call demo.



*“The call is so clear, at times I think there is no one on the other end. Can you put some background noise on the call like I used to have with my old provider?” A DragonStack Customer*



**Contact us now for more information**

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