



The Victoria Partnership Connect to Hosted VoIP

Company: The Victoria Partnership

Supplier: Voicenet Solutions
Reseller: Inbay – Centre of Excellence
Product: VN Connect with Cisco Phones

The Business Background

The Victoria Partnership, established in 2007, was set-up to increase the status of Victoria in central London, as a major residential, tourist and business hub.

With London's busiest train station, Buckingham Palace, The Tate Gallery, major Government offices and Microsoft's UK's headquarters based within the boundaries, Victoria already boasts a rich mix of residents.

The Victoria Partnership's aim is to raise this enviable position by working with local businesses, residents and strategic partners to help shape and influence this leading quarter of London. They will provide a coordinated and sustainable approach, delivering a comprehensive socio-economic agenda that will benefit businesses, visitors and residents situated in the target area.

The Challenge

On moving into new offices, The Victoria Partnership needed a flexible telephone system that offered a fully functional business solution with multiple extensions on a single outside line that was ready to go as soon as possible.

The Victoria Partnership run a busy office where employees are quite often on the phone receiving and making calls for most of the day, calling businesses and partners all over the world.

They therefore needed a high quality telephone system with a capacity to deal with many incoming calls that could be easily logged and transferred to other landlines and mobiles.

The Solution

The Victoria Partnership asked their IT Specialists and Voicenet Solutions Centre of Excellence, Inbay to recommend the best solution available. As Inbay had already been given the responsibility of looking after email, web hosting and other IT work they already had a good understanding of their budget, infrastructure and organisational needs.

Inbay suggested the Voicenet Solutions hosted VoIP package VNconnect, with free UK calls on advanced IP phones the Cisco 7940s. This solution offered optimised flexibility, with enhanced communications on a cost effective plan, all ideal for The Victoria Partnership's needs.

The Result

Inbay were able to complete the installation very quickly. With the Voicenet Solutions system it is possible to take an IP phone into a customer's office (anywhere in the world) and the customer can make a VoIP call via the hosted network within minutes. All that is needed is an internet connection and the customer can gain full access to their communications network, on their specific extension number.

The Victoria Partnership have certainly benefited since using an array of the features and services available including Call Transfer, Voice Messaging, caller ID plus the itemised billing which can account for every call made on each extension.

“The transparency given by the itemised billing allows us to see the extent of the cost efficiencies of the solution.”

Customer Quote

“There is a fundamental difference between this and any other business phone system I have used, we are definitely making a saving with this communications solution.”

Ruth Duston - Chief Executive
The Victoria Partnership



inbay

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