



Case Study – B&V Creative

B&V Creative is a full service marketing agency based in Bitterne, Southampton. The agency has 25 years experience in B2B marketing communications, providing creative solutions for clients across the south. B&V's range of services include Graphic Design, Advertising, Direct Marketing, PR and Web Design and all creative work is produced in-house by B&V's friendly team of highly experienced professionals.



B&V Creative's existing phone system unexpectedly went down late one Thursday afternoon. Managing Director, Colin Breckenridge sent an email to Working Telecoms reporting the problem. Within five minutes he had received a reply asking to provide further details of the situation, and a later telephone call confirmed what Working Telecoms were going to do.

All incoming calls were temporarily diverted to a company mobile and an engineer was scheduled to call into the B&V office the following morning to fully assess the problem.

It was clear on examination that the existing system had a major fault and would need replacing. The Working Telecoms engineer recommended a suitable solution and a new Toshiba (CIX 40) control box and the replacement handsets were ordered to be delivered first thing on the following Monday. The new telephone system was fully installed and working by lunchtime the same day.

"We rely on our phone system to reach clients and contractors and often at short notice. I was extremely impressed with the speed and professionalism with which Working Telecoms responded to our problem. They provided us with a temporary solution without delay and ensured parts were ordered and installed promptly to minimise the down time of our telephone system."

Colin Breckenridge
Managing Director, B&V Creative

**For Working Telecoms sales enquiries, please contact us at:
sales@workingtelecoms.co.uk**