



# URBAN SPLASH

Case Study

## urbansplash

### BUSINESS PROFILE

Urban Splash, a pioneering property development company with 30 years of experience, is based in Manchester and Liverpool and operates with teams across the United Kingdom. The company specialises in transforming old buildings into modern offices and homes, serving over 12,000 residential customers and 500 commercial clients.

Urban Splash has been a valued partner since our early days, with strong relationships with our core team members that date back to 2006/2007.



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## STAFF MEMBERS

### PREVIOUS SOLUTION

Their previous telecommunications solution lacked stability, leading to frequent connection issues and disruptions in telephony communication. These internet outages during business hours significantly reduced both customer service quality and overall productivity.

The tipping point came during a generator test; when the power was restored, the internet connection failed entirely. Frustrated by these ongoing problems, the team decided it was time to seek a more reliable connectivity solution.



## WHAT WE DID

We implemented an on-premises Avaya system, delivering a robust telephony solution that seamlessly connected all departments and enhanced the customer experience. To enable secure remote working across the business, we installed an SBC security appliance. Additionally, we integrated a virtual telephony platform within their infrastructure and configured their SIP trunks for external calls.

Our team also deployed the latest J Series SIP devices across the site, configuring them on a separate Voice VLAN to provide added security and ensure optimal call quality. Furthermore, we provided 24/7 telecom support, guaranteeing that any enquiries could be swiftly addressed with just the push of a button.

## THE END RESULTS

These benefits resulted in:

- ✔ Made their lives easier with simplified operations resulting in no technological problems or switching issues.
- ✔ Enquiries were resolved promptly, with fast communication at every stage.
- ✔ Reliable phone systems with zero failures.
- ✔ Familiar systems implemented, offering immediate effectiveness.
- ✔ Cost-effective solutions provided.

## ONGOING SERVICE

We remain a trusted partner for Urban Splash, consistently delivering technical support that ensures their operations run smoothly. Additionally, we manage all of their telephony upgrades and installations, continuing to enhance their communication infrastructure as their business continues to thrive.



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