Warren House Vets

iPECS
AN ERICSSON-LG BRAND

About Warren House

The Warren House Veterinary Group has been offering surgical, emergency and general pet healthcare services and treatments for over 30 years.

They are an independent, family run business with a team of 50 across four practices in Kent.

The Challenge

The ageing systems already in place across Warren House's four sites were unreliable and offered limited features. The Group required a simple solution that would provide them with:

- The ability to network the four sites together to reduce costs and improve business efficiency.
- Overflow call handling so that customers can get through to a member of the team if Reception are busy during peak times.
- The ability to see which staff members are available and who is busy with a patient.
- Call recording for training and monitoring purposes.

" *The communications solution from iPECS has given me greater confidence that our customers are receiving a high standard of service at each of our four branches. Customers can now get hold of a member of my team even at busy times, which means we aren't losing business to the competition and as a result we are seeing a fantastic return on our investment.* "

Anthony Piercy, Owner, Warren House

The Solution

- The iPECS eMG80 was chosen as it could run on the existing cabling without the need for CAT5 cabling. The eMG80 also provided a future-proof solution by using SIP functionality.
- Installation was completed over the space of 3 months across the four sites, which included time spent upgrading all lines to ISDN.
- IP phones were installed allowing staff members to roam throughout the office and work remotely. The Practice Manager can now work from home and move easily between sites.
- Customers can now get through to a member of the team, and not just a busy tone, even during busy times thanks to overflow call handling.
- Presence enables staff to easily see when a colleague is available to take a call.
- Ad hoc call recording allows the management to monitor customer service and provide better training to staff.

Key Features

- iPECS eMG80
- 20 IP phone handsets
- 10 cordless handsets
- 16 digital handsets
- Voicemail to email
- Overflow call handling
- Call recording