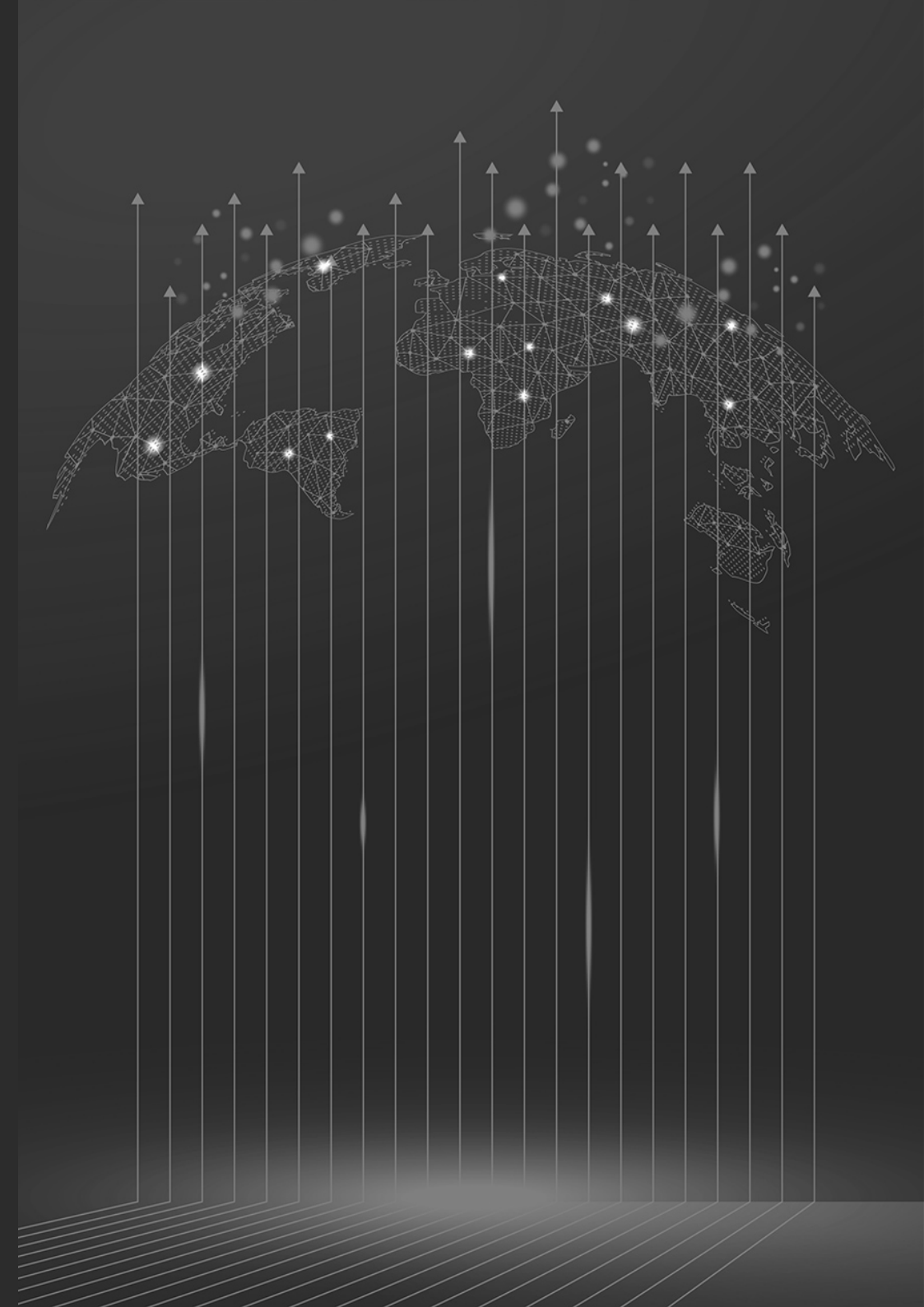




# Voxone ensures Voip Unlimited Partner can **grow and deliver reliable telephony**

## The Partners

Vocallity is a UK-based telecoms reseller that offers a range of services, from simple telephony to fully integrated solutions. Vocallity focuses on improving how businesses communicate with colleagues and customers, no matter the size of the business, and is ready at a moment's notice to get hands-on and solve its customers' challenges.



## 01. The Challenge

Before Vocallity started working with us, they cherrypicked a range of voice services from several of the biggest wholesale providers in the UK but were looking for a platform that could offer a complete solution and give the user more control.

“There are lots of different VoIP products on the market, and to a greater or lesser extent, they all fulfil the needs of companies today. But we have been frustrated for many years because of what we couldn’t give to our customers.

Our customers would phone us asking ‘can the system do this, can the system do that’, and a lot of the time, it could do a little bit of something but it couldn’t do something else and joining the dots was quite difficult for us. Then we found Voxone.” **Eric Lewis, Managing Director, Vocallity**

## 02. The Solution

After being introduced to Managing Director Mark Pillow, and the rest of the team, Eric quickly realised we were the UCaaS vendor they’d always been looking for.

Eric saw that Voxone differed from traditional products by giving the user control to change elements of the platform as their business needs change on a day-to-day basis, without having to contact Vocallity for assistance, saving them time and money while making them more efficient.

“I was really impressed by the team’s technical capabilities. The fact that they had their own solution and weren’t reliant on a vendor meant we could solve issues faster and would have more control over the solutions we provided to end-users.” **Eric Lewis**

At that time, we were still internally testing our new Voxone UCaaS platform, and Eric made sure his customers would be the some of the first to use the platform.

With only one license tier and most ‘add-on’ features already included, Voxone makes sales conversations frictionless – a great benefit for the reseller in ensuring increasing costs don’t deter prospects – All while Voxone’s ease-of-use, intelligent routing, and feature-rich functionality, ensure it covers the needs of most businesses, from small start-ups to complex contact centres.

“One of our customers is a firm of lawyers who have offices in the UK and Spain. They want to be able to work in Spanish and English, and with just a click of a button, they could control which language they’re operating in on a per-user basis. We’ve never seen that in another system before.” **Eric Lewis.**

### Eric Lewis

Managing Director of Vocallity said



“We had some customers who had specific problems that the products we were selling at the time couldn’t address. Our customers have certain, unique needs and Voxone gives us the flexibility to address those issues. That flexibility doesn’t exist in any other VoIP product that we’ve seen today. Voxone solves those problems and gives the customer what they need.”



“We’re already exploring opportunities with clients larger than our previous scope. That’s only possible because of Voxone’s flexibility, scalability, and the amazing support we get from the entire Voip Unlimited team!

Even as they’ve grown, [Voip Unlimited] has never gotten too big for their boots! They’re a dynamic business full of wisdom, and still, put customer service – both to us and the end-user – at the top of their priority list!”

### 03. The Results

Working with us has been a breath of fresh air for Eric and his team, thanks to the technical knowledge and support that Vocallity now has at its disposal.

“Voip Unlimited’s team are always so positive and willing to help. Their responsiveness has been so refreshing, taking a lot of stress off our backs. Even with marketing support and lead-gen, through to on-site visits and solving delays that would otherwise be out of our control.” **Eric Lewis.**

Voxone, and access to our own tier-1 voice network, have been great additions to Vocallity’s portfolio too. The market-leading combination of reliability, resiliency and affordability has been a massive boon for Vocallity, helping to reduce churn and market to a much wider selection of businesses and industries, especially those with complex needs.

All told, the relationship between Vocallity and us will be long and fruitful, because we continue to put our resellers first, and deliver the services their customers need, with a smile.

The partnership between Voip Unlimited and Vocallity is set to continue thanks to a collaborative relationship between two businesses with the same goal.



#### Eric Lewis

Managing Director of Vocallity said



**“We’ve made some suggestions that have been taken on board and the team have been very responsive. I think what sets Voip Unlimited apart from the other companies that we’ve worked with is the fact that they listen.**

**We feel part of the same team. Vocallity is a small company, and we don’t have any development resources. We do what we do, and we do it well but working with Voip Unlimited gives us that development resource and we feel as though we have a voice.”**



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