

Top London Television Company Saves money and increases its productivity with a Hosted Solution



Cloud Hosted VoIP Solutions provides the perfect answer to a fast paced office.



www.amberentertainment.com

Amber Entertainment who are a London based TV and Film Company, have been involved in a large number of award winning productions across the world for over 20 years. Their continuous input through their Directors and Producers adds a wealth of experience to their on-going work.

"I cannot recommend the team at Clearlink and Clearcall highly enough. Their expertise and guidance is second to none. Their knowledge and understanding of our requirements in a fast paced environment is an invaluable asset for our company and we look forward to a continuous working relationship during the years to come.



Mr Lee Jones
Director

Executive Summary

Since working with Amber Entertainment in 2009, Clearlink has been able to provide various solutions, where required, to a busy office working environment, where communications across the world are absolutely crucial. Amber Entertainment have had a Siemens HiPath on site PBX solution that was installed and maintained by us for many years, using digital lines across several key handsets that serve different roles and departments.

Challenges

The company needed to expand to a new office in 2014 and needed their telecoms to work smarter for them. Their current system was tied down to the lines that came into the building, which meant that they could not take the equipment with them easily.

Our Solution

We have provided Amber Entertainment with our Cloud Hosted Solution through our sister company Clearcall 2000 Ltd. This solution enables the flexibility they needed to move handsets whenever they needed to and work remotely as well. In fact, they are now able to use their telephone services abroad, helping the business flow much better. In addition, they only have handsets that are plug & play to their network which eliminates the need for maintenance on a central on-site telephone system solution.

Key Benefits

- IT integration means that handsets can be easily deployed
- Easy upgrade path from existing phones to mobiles / apps
- Able to make use of VoIP telephony and external networking
- Software integration features easily added to the system

Work Carried Out

Before any work was started, we wanted to ensure that all of the telephone numbers Amber Entertainment had used and advertised over the years could be retained. We ported all numbers across to the cloud service, which meant that the numbers could be taken anywhere and kept live.

The old equipment was decommissioned and replaced by Polycom IP Soundpoint handsets. These handsets are uniquely simple to deploy due to the fact they were sent directly to the new offices after they were pre-configured to the service.

"We would have no hesitation in recommending Clearlink and Clearcall for their services."

They have provided a high level of service consistently and always help us efficiently when we require assistance with our telephony."



Mr Lee Jones
Director

Key Achievements

- Significant upfront savings and maintenance cost reductions.
- Future proof technology, providing clear options to choose from.
- Telephones will be deployed easily through the data network.

Results, Return on Investment and Future Plans

Amber Entertainment now has a telephone system setup that it can rely on, which has worked extremely well since its implementation in 2014. Furthermore, Clearlink has been able to supply additional equipment, such as wireless headsets for users who work hands free.

It is now easier than ever for the staff to take calls, and more importantly the company can obtain additional handsets from Clearlink as and when required. Should they move offices again, all of the handsets will remain programmed and useable as soon as they are connected to an internet enabled network.

Through our sister company, Clearcall 2000 Ltd, we have been able to provide consistently lower call rates and line rental, which has in effect been reinvested to the telephones. The cloud hosted solution does not require line rental, nor does it require any maintenance agreement. Instead the solution works on a simple "per user, per seat" basis, where the number of handsets is licensed as and when they are needed. This means that the investment can be easily kept on top of and adjusted whenever it needs to be.

Clearlink and Clearcall continue to provide Amber Entertainment with all of their telecommunications needs in an affordable, simple and cost effective way.

Our Partners



About Clearlink / Clearcall

We provide the latest telephony technology at optimal cost; and are proud to offer supreme customer service. Founded on the ideals of 'transparency, openness, and simplicity in everything we do', we are a trusted and genuine business partner you can depend on; our current customers' testimonials endorse this.

The experienced team at Clearlink offers an effective, professional and customer focused approach. This has resulted in established long term relationships with many customers who appreciate the unique range of services that Clearlink offers, whether it is an upgrade or a recommendation for a new system.

Contact our team today for advice on how we can help you: **0800 068 0110** or email us: sales@clearlink.co.uk