

BioRegional

solutions for sustainability

An excerpt taken from a letter written by Jessica Hodge

I am writing to provide a reference for RCG Global Networks.

We have been using the Avaya system for almost 18 months now, and have been pleased with it and the way it allows for expansion. I look after the phone system here and have no background in IT, but I have found it very easy to use. It's simple to add new users and to change names and numbers as our organisation expands. Staff can choose whether to use the computer to make changes to their phone settings, or to use the handset so it suits everyone.

We have a very busy receptionist and she has found the system very helpful in managing the phone switchboard, and I feel that we offer better service and appear more professional having introduced the new phone system. It is now much easier to prioritise calls and to deal with them quickly and efficiently.

KMC (now RCG) have been helpful and are quick to respond to any issues or queries. The training they provide, and the technical support are both very good, and the engineers and support staff have all been friendly and helpful.

*An excerpt taken from a letter written by Ajay Chauhan of
Mark Milton Ltd, 15-17 St Cross Street, Hatton Garden, London*

'I would like to confirm that our current telephone system, which is a Lucent Network Alchemy Branch, was purchased from RCG and installed in August 2000. At the same time we were also given in house training which all our staff found extremely useful.

Since we commenced with RCG we have always had an annual maintenance agreement that provides telephone support. This we find reassuring and very useful on the rare occasion that we need to use it.'