



**Connaught**  
CONVERGED SOLUTIONS



**Hanley**  
ECONOMIC  
Building Society

## Case Study

### SAVING MORE THAN JUST MONEY

#### **The Disconnect**

Meet Will. Head of Technology at The Hanley Building Society in Stoke on Trent. With seven branches and 90 employees, this community led, regional building society has been servicing local customers since 1854 and continues to thrive. Unlike its outdated phone system, which had sadly reached the end of its life.

Numerous physical lines and extended maintenance meant the existing solution was expensive to maintain. And with poor customer service from the existing phoneline provider, a lack of reporting capability and no option to extend lines further, it was clear that a new phone system was long overdue.

#### **The Answer**

We quickly recognised that Hanley needed first-class call handling features to support their growing network of branches. So we recommended Xelion, our go-to flexible, cloud-based phone system with unlimited features.

With easy-to-administer call groups, advanced call reporting and live wall boards at no extra cost, the Xelion solution provided everything they needed and more. And the 'more' actually turned out to be vital, when Covid hit just 3 months after installation.

#### **The Results; loud and clear**

Hanley were delighted with the smooth implementation and extended functionality of their new phone system. But when the Coronavirus pandemic brought businesses to their knees 3 months later, Xelion's nice-to-have remote working features, turned out to be business critical.

**“ The new system has made everything so easy. Everything we've needed the system to do, we've been able to make it do! There's nothing I would want that the system doesn't have. And working with Connaught has been a really positive experience; I'd definitely recommend them. ”**

*Will Jones, Head of Technology, The Hanley Building Society*



**Call us today for a quick consult to remedy your telephony troubles on 0800 652 7681**

Connaught Converged Solutions  
Protecting and connecting customers for 30 years  
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