

Case Study : AdminZone Ltd

Major benefits for Virtual Secretarial Company

AdminZone Ltd now well placed to service large new contract thanks to the Pennine IT hosted Telephone Message Portal.

Our client, AdminZone, a leading secretarial support company, was struggling to manage the volume of calls their successful Telephone Answering department were processing and with a new contract about to start, they needed help. Our consultants designed, built and implemented an online solution that would:

- **Effectively process messages for clients**
- **Increase turnover through accurate invoicing**
- **Provide automated emailing and texts**
- **Provide a platform for additional services**

The commissioned application was the **Telephone Answering System**. It has been seamlessly adopted by AdminZone and has ensured that the large new contract can now be serviced effectively. Additionally, accurate billing and invoicing has removed errors in accounting, resulting in a projected increase in turnover and has freed off staff from intensive month end activity.

A great partnership delivering a great application.

Pennine IT Solutions Ltd provides a number of online applications that can be seamlessly integrated into your business to provide major benefits and increased turnover. Our systems can be enhanced and developed further to provide a truly seamless fit with your organisation. Additionally, due to our sophisticated technology stack and business knowledge, we can ensure:

- An understanding of your business
- Speed of delivery
- Cost effective solutions
- Robust applications
- Automated backups



IT Consultancy
Business Process Design
Bespoke Software Design
Hosted Online Applications
Project Management



Out of the office all day?

Adminzone appreciate the value of that all-important first impression and that's why we offer a comprehensive telephone answering service which allows you to go about your daily business knowing that your calls are in safe hands.

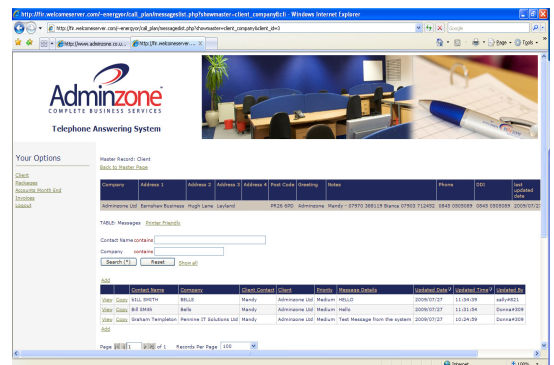
While you're visiting clients or attending meetings, you'll be left worrying about what's happening to all those calls you can't answer and risk losing customers in the process.

Adminzone's bespoke telephone answering service includes:

- Answering calls in your company name
- Taking messages and orders which are emailed to you each day
- Giving information and screening calls
- Lines answered Monday-Friday 9am to 5.30pm
- Night service message asking callers to ring back during business hours
- Voicemail service for out of office hours.

With the ability to check for messages 24 hours a day from anywhere in the world, and with monthly packages starting at just £40, can you afford to miss your next call?

The Telephone Message Portal at work...



Pennine IT Solutions Ltd
P.O. Box 639
Preston
Lancashire
PR2 9GB
t: 01772-716180
e: info@pennineit.co.uk
w: www.pennineit.co.uk

