



Revolution Phones Patent Outsourcing Case Study

“BT had messed us around so much that we wanted nothing more to do with them”

The Existing System

Patent Outsourcing Ltd provides professional patent services to a number of high-profile clients. The majority of these clients are based in the USA.

The existing telephone system featured DECT handsets on a single BT line which was very lacking in functionality. In addition, Skype was used to make calls to the USA, mainly to keep costs under control.

In 2009 the company was expanding. The current landline provider, BT, had handled things so badly that they were not going to be asked to advise on a new system.

The Requirements

- low cost, high quality calls to USA with conferencing capability.

- fail-safe Internet connection to support voice and data.

- existing number retained.

- provision for two more professional patent attorneys who would be working away from the Derbyshire head office and would be based in London and Nottingham.

- easy expansion of the system in the future.

- a high-quality telephone system to match the company's excellent corporate image.

The Solution

Revo hosted business phone system with twelve handsets installed in Derbyshire, Nottingham and London.

Number porting transfers the existing number with no disruption or down-time.

An upgrade Internet connection carries all of the company's voice and data.

The facility for home-office workers is a built-in facility; all users are part of a single system.

Revolution Phones Ltd project-managed the transition from the old to the new system to ensure a perfect migration.



Technical Information

- *Two load-balanced business-class broadband Internet connections carry voice and data from a converged LAN. QOS configuration ensures voice call quality is maintained irrespective of data traffic volumes.*
- *The hosted VoIP solution allows home workers to be integrated seamlessly into the business phone system. Calls between business sites are free-of-charge.*
- *Conference calls are hosted at the Revo core and therefore have excellent call quality.*

“Now we have a system which does everything we want, brilliantly. And, it can be expanded, as required, in the future”

**Guy Buckley,
Managing Director,
Patent Outsourcing Ltd**