

Case study

Architecture firm builds business with Gradwell VoIP system

Architecture Verte is a small architecture firm based in Wiltshire & Cornwall, specialising in self-build projects throughout the South of England, ranging from simple extensions to grand new-build houses.



www.verte.co.uk

“ If I decide that I want all calls routed to a different number, I can go straight to the website and just change the number. Done. It’s as simple as that!

Benjamin Richards, Founding Director



- **Company name**
Architecture Verte
- **Type of business**
Architecture Firm
- **Requirement**
To reduce telephony costs and increase flexibility

Benefits of using Gradwell products

- Ease of access to change telephony settings
- Comprehensive support materials and customer services team
- Ability to move existing number from BT minimised disruption
- Room to expand system as business grows

Case study

Architecture Verte can quickly change their phone setup to suit their ever-changing needs

- **Company name**
Architecture Verte
- **Type of business**
Architecture Firm
- **Requirement**
To reduce telephony costs and increase flexibility
- **Products and services**
Multi User VoIP



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Architecture Verte is a small architecture firm based in Wiltshire & Cornwall, specialising in self-build projects throughout the south of England, ranging from simple extensions to grand new-build houses.

Gradwell provide Architecture Verte with a range of telephony services including their main telephone system, fax service, voicemail and an excellent system for routing calls. They've been working with Gradwell for the last three years, adding services as they were rolled out.

Benjamin Richards, a Founding Director of Architecture Verte, says: *"I think it's the flexibility which is why we went with Gradwell, I can get access to absolutely everything through one Internet page, and I can access that webpage from anywhere in the world."*

"Say, if I decide that I want all calls routed to a different number, I can just whip out my iPhone and go straight to the website and just change the number. Done. It's as simple as that!"

The simplicity is part of the reason that Architecture Verte were attracted to Gradwell, particularly the simplicity of controlling where calls are made from and routed to.

Richards was particularly impressed by the way that Gradwell takes care of its customers. He liked the way that during the set up process, Gradwell provided great How To articles and were always available at the end of the phone, without the fuss of an automated support system or costly technical call outs.

Benjamin also revealed that he thought that customer service was a very strong element of Gradwell's service, from the first phone call, he knew he'd found the company that would help Architecture Verte grow by providing a telephony service that's second to none.

And Richards doesn't hesitate to recommend Gradwell. He adds: *"Any time the scenario pops up in a conversation, I recommend them, I wouldn't hesitate at all".*



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**Benjamin Richards,
Founding Director**



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