

TalkTalk
Business



**TALKTALK BUSINESS ENSURES
OPTIMAL NETWORK PERFORMANCE
AND A SEAMLESS WORK-FROM-HOME
SOLUTION FOR VETS NOW**

ABOUT

VETS NOW

Vets Now was founded in 2001, by a veterinary surgeon who understood the pressure of being on-call round the clock while also trying to maintain a good quality of life. Guided by its four commitments of Compassion, Integrity, Dependability and Dedication, Vets Now provides pets and their owners, with the support they deserve.

The organisation delivers a trusted service to more than 1500 veterinary practices across the UK, with 60 dedicated out-of-hours clinics and three 24/7 pet emergency hospitals. Its team of highly skilled staff treat approximately 170,000 small animals every year, while providing referral services to more small animal practices than anyone else.

Vets Now also hosts its own Pet Care Advice forum to provide on-demand educational material and support, as well as its own 'Video Vet' online consultation service.

talktalkbusiness.co.uk
0800 954 5707
Lines are open Mon-Fri 8:30am - 6pm

THE CHALLENGE

"MY CONCERNS WERE AROUND CAPACITY AND PERFORMANCE ISSUES IMPACTING A NUMBER OF OUR CUSTOMERS, AS WELL AS A NUMBER OF ISSUES AROUND OUR LACK OF RESILIENCE. TALKTALK BUSINESS HAS BEEN ABLE TO RESPOND VERY QUICKLY TO THE COVID CRISIS AS WE REQUIRED, CHANGING THE DESIGN OF A NUMBER OF OUR SERVICES."

NIAL PHILLIPS
DIRECTOR OF TECHNOLOGY

THE SOLUTION

"ALL OF OUR BUSINESS IS RELIANT ON TELEPHONY... TALKTALK BUSINESS WAS ABLE TO STEP UP AND DELIVER A WORK FROM HOME SOLUTION ACROSS OUR INFRASTRUCTURE, IMPLEMENTING A SERIES OF UPGRADES THAT WOULD HAVE USUALLY TAKEN 18 MONTHS TO TWO YEARS, AND DELIVERING THEM IN JUST THREE MONTHS. THIS ENSURED WE HAD ADDITIONAL NETWORK CAPACITY AND CAPABILITIES, WHICH WAS INVALUABLE WHEN PROVIDING SERVICES THROUGH COVID."

NIAL PHILLIPS
DIRECTOR OF TECHNOLOGY

THE RESULTS

"I AM CONFIDENT THAT TALKTALK BUSINESS CAN SUPPORT THE DIVERSE NEEDS OF OUR BUSINESS. THEIR PRICES ARE COMPETITIVE AND THEY WORK HARD TO UNDERSTAND OUR BUSINESS, WITH SOME EXCELLENT AND EXTREMELY KNOWLEDGEABLE RESOURCES WITHIN THE TEAM."

NIAL PHILLIPS
DIRECTOR OF TECHNOLOGY

Supporting over 2,000 staff across its sites and the 1000 digital devices they leverage in their roles, is no small task. Niall Phillips, Vets Now's Director of Technology came on board in 2019, and from his decades of experience in the Telecoms sector, identified the operation's bandwidth capacity and service issues that impacted customers as key matters to resolve.

Soon after his onboarding, the Covid pandemic struck, presenting various challenges for the business and Niall's team. Customer demand surged significantly, especially across its 'Video Vet' video chat service, as pet owners were mostly unable to access on-site services.

Plus, Vets Now had to enable its 2,000 staff to work remotely where possible, to ensure the safety of employees and customers.

Before Niall joined Vets Now, the company had already enjoyed a long-standing relationship with TalkTalk Business, leveraging an MPLS-based Wide Area Network for data connectivity across all of its sites, and an on-site SIP telephony service via Voice over Ethernet.

Due to the pandemic and the need to enable remote staff, Niall opted for a business-wide Mitel Hosted Voice telephony platform from TalkTalk Business. Designed to increase efficiency and productivity, Mitel's advanced calling solution enhances communication between colleagues as well as improving the caller experience.

Due to the extra demand on bandwidth caused by remote working and increasing customer demand, TalkTalk Business also doubled Vets Now's bandwidth early on in 2020, and then doubled it again, for 4x the original bandwidth, so that the company could support the added reliance and usage of its network.

TalkTalk Business supported Vets Now's Covid reaction by responding quickly to Niall's requests, quadrupling capacity as and when it was required. This has ensured that bandwidth-heavy services such as the 'Video Vets' online consultation service could meet increasing demands from service users.

The team also delivered a highly scalable, proven business communication platform that enables voice, unified messaging, mobility, presence, conferencing, collaboration, applications, and more through a single platform that is accessible on every device staff require. All within a time frame that would usually be near-impossible.

Through Mitel's MiVoice Business platform, Vets Now is taking advantage of a future-proof solution with lower ownership costs, deep integrations into its existing CRM system and no third-party conferencing expenses, while 'voicemail to email' enables a more responsive approach in their remote working.

With work communications increasingly originating from employees' homes, telephone agents can now be consistently connected to the office, manage calls more efficiently and ensure they are routed to the right person immediately, ensuring staff never miss a call or opportunity,