



Robinsons Case Study

Summary

Industry Sector:	Property Management
Business Solution:	Unified communications
Technology:	CleanCloud



Operating from two locations in the neighbouring towns of Reigate and Dorking in Surrey, Robinsons is a proactive, multi-disciplinary chartered surveying Partnership specialising in commercial property management, valuation, lease advisory, sales and lettings and more. While its primary catchment area is Surrey, Robinsons' activities and services span London, Sussex and the wider Southeast England area.

With a range of services across a significant radius, as well as 14 staff working remotely, in-office and on the road, Robinsons needed a robust and reliable communication and information-sharing setup to help it continue to deliver exceptional customer service.

The Challenge

The ongoing expansion of the firm across an increasing territory meant that more and more of Robinsons' staff – which typically comprised of office-based and mobile agents – needed to work remotely, on the road, or on-site with customers. This meant that the partnership needed a reliable channel of communication for its increasingly scattered workforce, as well as the means to support instant information sharing across these locations.

Unfortunately, Robinsons' existing onsite server estate was at capacity, and there was no space to support the deployment of such a communication solution. With this in mind, Nigel and his team were forced to reconsider their existing infrastructure and its ability to support the business's evolving, increasingly digital needs.

“Our previous server was proving to be unreliable, which was the catalyst for us considering a cloud-based solution that would not only support our current needs but also scale to support future needs,” commented Nigel at Robinsons. “At the same time, we realised that our legacy telephone system also needed to go, as it wasn't equipped to provide the quick, reliable communication our staff needed. That's when we turned to Comtec.”

The Solution

To aid Robinsons' communications overhaul, Comtec deployed its end-to-end managed service solution, CleanCloud. As well as providing a cloud telephony system for better staff communication and CleanCloud Software-as-a-Service (SaaS) for improved, faster data sharing capabilities, CleanCloud is purpose-built to protect modern businesses and their scattered employees and assets.

Using a best-of-breed approach, Comtec provided a mix of technologies and services from a range of industry-leading partners, including a cloud telephony system from Firstcomm Europe, device management software from DATTO and Microsoft SaaS. With this complete communications overhaul, Robinsons was finally able to futureproof its operations.



The Results

Robinsons saw immediate results from its new suit. The new cloud telephone system equipped staff with a single number, enabling team members to reach them on any device, anywhere at any time. CleanCloud SaaS further enhanced communications, enabling rapid data sharing between remote employees and clients alike.

“Our new telephone system gave us infinitely more flexibility compared to our previous system,” continued Nigel. “Similarly, the new IT system has radically improved the reliability of connection between the two offices and remote employees, providing a stable connection for all users from the Dorking server.”

With CleanCloud Desktop Protect, Robinsons’ server is continuously backed up throughout the day, ensuring all device data is safe and stored on a secure cloud system. With this in place, even if a device is lost, Robinsons’ team can prevent data from being lost with it, while quickly recovering necessary data and information onto a replacement device.

“Since reimagining our team communications, we’ve become better equipped to attract and retain staff who appreciate this new, modern working

environment. For customers, the new structure has allowed better efficiency, which means better, faster customer service,” added Nigel. “But the benefits don’t stop there – the new model has enabled us to move away from high upfront technology investments in favour of a subscription-based approach, helping us cut costs and better manage future budgets.”

Testimonial

“Comtec’s engineers were an incredible help during the setup, taking time not only to fix problems but to explain them to myself and the team. They’ve continued to offer support since the installation of the new system, though with less downtime than ever before and therefore fewer issues to resolve, it hasn’t been necessary.

“This has proven to be the futureproof service we were looking for. We’re extremely pleased with it, the service provided by Comtec and the peace of mind it’s given us.”

About Comtec

We are highly experienced network consultants and have a comprehensive understanding of legacy components, their purpose and next-generation replacements. Using this expert knowledge, Comtec helps you document your networking demand and the path to reaching your end goal. We are Cisco and Juniper networking partners and we offer a full stack of applications alongside, from Voice and Video Conferencing to Server Maintenance and Desktop Management. We make recommendations on future digital solutions that are the right fit for your organisation.

 @ComtecLtd

 Comtec Enterprises Ltd

Head Office

Comtec House, Albert Road North,
Reigate, Surrey, RH2 9EL

T: 0800 008 7599
E: info@comtec.com
www.comtec.com

