



# Voip Unlimited **Delivers Robust Connectivity** for High-quality Flexible Office Operation

## **The customer**

Office Space in Town (OSiT) provides flexible office solutions, meeting rooms and virtual offices in London, Cardiff, and Edinburgh.

Given the central urban locations of its workspaces, and the calibre of clients they service, OSiT delivers an unmatched level of interior design and quality, not only across the working spaces themselves, but the technology they leverage too.



## 01. The Challenge

Each of OSiT's locations' connectivity was from the same provider, which was great for billing, but sites started having sporadic outages.

These connectivity blackouts (usually once a week at each site) were unpredictable, and given the luxurious nature of its office spaces, would prompt complaints from its clients that expected a premium connection to match the quality of its spaces.

These weren't typical broadband connections either, these were private Leased Lines, and even though a failover connection was in place, staff would have to manually switch from one connection to the other to get services back up and running.

After raising the issue with the provider, and it being ineffectively explained away as 'exchange issues', Georgia Sandom (OSiT's Operations Director) lost faith in her provider and decided it was time to look elsewhere.

**"When the connectivity outages started impacting our clients regularly, we knew we had to find a new service that would protect and enhance their digital experiences across all our flexible office solutions."** Georgia Sandom, Operations Director, Office Space in Town.

## 02. The Solution

Thankfully, Voip Unlimited was responsible for the telephone services at OSiT's newest location, Blackfriar's, in London. After reaching out to explore her options, Georgia was pleasantly surprised with the relaxed nature and forward-thinking of the team.

Delivering dual resilient connections from diverse networks ensured that if one connection went down, another could take its place automatically. With a bit of Voip Unlimited magic, the connection would transition seamlessly with no indication there had ever been an issue!

This was all music to Georgia's ears, but before the work could be done, Voip Unlimited ran into some struggles verifying the local infrastructure because the Elizabeth Line was still being constructed. With the route passing directly underneath one of OSiT's sites, Mark Pillow and the Voip Unlimited team had to physically walk around the area, checking in manholes to ensure what was detailed on maps was actually in place.

Challenges didn't stop there, either. As multiple contractors were working on the site at any given time, Voip Unlimited had to work to certain deadlines set by other suppliers, for example, installing all cabling within three days to stay within the deadlines set for builders to erect and plaster the walls!

Thankfully, all was completed within the timeframe, in-budget and the Blackfriar's site could open on time. Simultaneously, each of OSiT's existing sites had been upgraded, and could take advantage of their new, more resilient connections.

### Georgia Sandom,

Operations Director for Office Space in Town said



**"What struck me most was the quality of the first conversation we had. There was no hard sell, and they didn't just consider our needs, but those of our customers too!"**



**"Comparing 2019 to 2020 is like apples to oranges. We received a ridiculously high number of positive responses, many mentioning the reliability of our connections and the fast speeds."**



### 03. The Results

OSiT has certainly found fantastic value in the new Ethernet connections it enjoys at each site, proven by the uptick in positive feedback in OSiT's annual client satisfaction survey.

Not only does this ensure happy customers and strong customer satisfaction scores, but it also helps allay stresses among the OSiT team. Reception staff are no longer confused and stressed being forced to manually switch connections or field unnecessary customer complaints.

All told, OSiT has been impressed by the quality and reliability of Voip Unlimited's connectivity solutions, technology and customer service. The two operations are now exploring future-proofing strategies for the sites' telecoms services, given that the ISDN and PSTN networks will be deactivated at the end of 2025 – commonly known as 'The 2025 Switch Off'.

**Georgia Sandom,**

Operations Director, Office Space in Town



**“We're already tasking Voip Unlimited with taking a fresh look at the telephony at each location and advising what will be best to keep our services scalable and secure for the foreseeable future. Whatever they recommend, we're sure it will be the best way forward for the business.”**



6 Albany Business Park, Cabot Lane, Poole,  
Dorset, United Kingdom BH17 7BX