

Thiel Partners: Improved connectivity for better client service

OBJECTIVES

Thiel Partners is a well-established accounting practice in Gold Coast, the business was growing significantly and required a trustworthy telco partner who could improve the way they communicate

Tired of dealing with unresponsive and unaccountable companies, they reached out to UX Communications

SOLUTIONS

When we were approached by Thiel Partners in March 2022, we first had to restore their faith in Telecommunications and deliver outstanding service to get the business up and running on our Hosted PBX

In May, we were informed that their new office was going to be pushed back 2-3 weeks, which meant we had a 24-hour time crunch to get all staff up and running on our Unified communications solutions to ensure they could work from home.

BENEFITS

A trustworthy partner

At UX Communications, we pride ourselves on doing what we say we will do, when we say we will do it, meaning you are always aware of what is happening

Flexible Workforce

Happier employees leading to higher productivity with our flexible options

Better Client service

Features like our mobile app and voicemail to email allows Thiel Partners to deliver excellent service to their clients

AT A GLANCE

Challenges

- Unresponsive providers
- Loss of revenue
- Poor internal communications
- Personal use of mobiles
- Loss of productivity
- No work from home options

Benefits

- Reduction in stress
- Seamless deployment
- Flexible & personalised environment



Excellent Service. We recently moved offices and the transition was extremely smooth.

The after sales process has been excellent.

Thank you

Archis Lokhandwala
Thiel Partners